

ARKANSAS

SENIOR COMMUNITY SERVICE EMPLOYMENT

STATE PLAN

Program Year 2020 – 2023



**ARKANSAS DEPARTMENT OF
HUMAN SERVICES**



Division of Aging, Adult &
Behavioral Health Services



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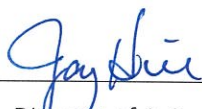
VERIFICATION OF INTENT

STATE OF ARKANSAS
SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM
STATE PLAN
Program Year 2020 – 2023

The Senior Community Service Employment Program (SCSEP) State Plan is hereby submitted for the State of Arkansas for Program 2020 through 2023. The Arkansas Department of Human Services, Division of Aging, Adult and Behavioral Health Services has been designated and given authority by the Governor of the State of Arkansas to develop and administer the SCSEP State Plan in compliance with all requirements under Title V of the Older Americans Act (OAA as amended and reauthorized in 2016).

This Plan is hereby approved by the Governor and constitutes authorized to proceed with activities contained within the plan upon approval from the Department of Labor (DOL), Employment and Training Administration.

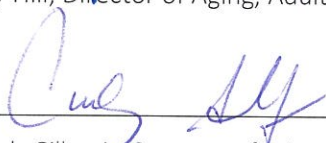
The Senior Community Service Employment Program State Plan hereby submitted has been developed in accordance with all federal statutory and regulatory requirements.



Jay Hill, Director of Aging, Adult and Behavioral Health Services

5.20.2020

Date

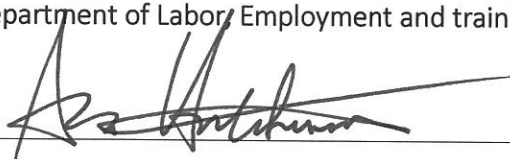


Cindy Gillespie, Secretary of Arkansas Department of Human Services

5-20-2020

Date

I hereby approve the Senior Community Service Employment Program State Plan and submit it to the Department of Labor, Employment and training Administration for approval.



Asa Hutchinson, Governor, State of Arkansas

5-30-2020

Date



OVERVIEW

Senior Community Service Employment Program (SCSEP)

The primary focus of SCSEP will be to provide participants community service training and job placement.

The Senior Community Service Employment Program (SCSEP) is federally funded and monitored by the Department of Labor (DOL) through the Older American's Act (OAA) Title V Program. This is a work-training employment and placement program for unemployed, low-income adults aged 55 years or older, particularly those with poor employment prospects.

The purpose of SCSEP is to foster economic self-sufficiency; promote useful, part-time training opportunities in meaningful community service assignments; and increase the number of older persons who may achieve economic security. In order to participate, an individual must fall within established Federal Income Guidelines.

Arkansas Department of Human Services (DHS) Division of Aging, Adult and Behavioral Health Services (DAABH) through its Subgrantee, create opportunities by partnering with local non-profit organizations, government entities, known as Host Agencies, local county One-Stop System training and employment services, and local employers interested in hiring mature workers. The participants gain the ability to achieve their employment goals by obtaining unsubsidized employment in the public or the private sector.

Other SCSEP Providers

Arkansas has four organizations that are identified as SCSEP providers. These include:

- Arkansas Department of Human Services
- Institute for Indian Development, Inc.
- American Association of Retired Persons (AARP); and
- National Caucus and Center on Black Aging (NCBA).

All four are allotted participant slots funded by DOL. As changes are made to the program at the national level, the DOL communicates these changes to Arkansas DAABH SCSEP staff. The state staff then communicate changes to the subgrantees who manage the SCSEP program. Changes made by the subgrantees state plans, including new materials as well as subtle changes in methodologies or policies, are reviewed by and incorporated into the Arkansas DAABH SCSEP state plan.

Older Americans Act (OAA)

During the 1960s, President Lyndon Baines Johnson announced his War on Poverty campaign. The Senior Community Service Employment Program (SCSEP), Title V of the Older Americans Act, was a product of that campaign which launched a pilot program called Operation Mainstream.

The success of this pilot program resulted in the initial federally funded program known as the Senior Community Service Employment Program (SCSEP), which has been continuously funded since its inception. SCSEP continues to respond to the unfortunate reality that many mature people seek work with outdated skills and that economic changes often result in mature persons losing work or being forced into retirement before they are financially ready. Historically, many older workers, especially women, may find themselves seeking work for the first time (or returning after many years of homemaking) because of family changes and in need of gaining updated skills.

The Older Americans Act (OAA) requires the Governor, or the highest-ranking government official in each state, to submit a State Plan that outlines a four-year strategy for the statewide provision of community service employment and other authorized activities for eligible individuals under the SCSEP program. The 2020 – 2023 Arkansas SCSEP State Plan has been developed in coordination with the State Subgrantee and National Grantees as well as other entities in the employment and aging networks in Arkansas.

The purpose is to outline Arkansas' four-year strategy for the statewide provision of community service employment and other authorized activities for eligible individuals under the SCSEP Program. The planning process is designed with the intent of fostering both short-term and long-term coordination among key organizations and stakeholders.



The State will continue to work with SCSEP partners to:

- Enhance coordination and integration of SCSEP with the Arkansas Workforce System;
- Ensure training and employment strategies are based on local market conditions;
- Increase public awareness of SCSEP and educate employers on the benefits of hiring older workers;
- Provide priority to those in most need, particularly those in rural areas; and
- Strengthen services to increase the number of SCSEP participants transitioning to unsubsidized employment.

I. ECONOMIC PROJECTIONS AND IMPACT

Long-Term Projections

There are a number of industries and occupations in the State of Arkansas that provide employment opportunities for older workers. Projections indicate continued increases over the next several years in these areas. According to the Arkansas Department of Workforce Services (DWS), State of Arkansas Long-Term Industry and Occupational Projections 2016 – 2026 report, the occupations with the highest growth potential that also increase employment opportunities for older workers are:

Title	2016 Estimated	2026 Projected	Projected Increase Percent
• Personal Care Aides	17,118	23,651	38.16%
• Home Health Aides	7,423	10,032	35.15%
• Combined Food Preparation and Serving Workers, Including Fast Food	30,865	37,737	22.26%
• Nursing Assistants	18,283	21,617	18.24%
• Registered Nurses	24,535	28,403	15.77%
• First-Line Supervisors of Food Preparation and Serving Workers	9,636	11,076	14.94%
• Licensed Practical and Licensed Vocational Nurses	12,647	14,365	13.58%
• Childcare Workers	12,086	13,706	13.40%
• Stock Clerks and Order Fillers	17,739	20,062	13.10%
• General and Operations Managers	21,180	23,901	12.85%
• Retail Salespersons	38,410	43,249	12.60%
• Waiters and Waitresses	19,399	21,826	12.51%
• First-Line Supervisors of Retail Sales Workers	16,474	18,362	11.46%
• Janitors and Cleaners, Except Maids and Housekeeping Cleaners	19,488	21,710	11.40%
• Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	14,473	16,016	10.66%

Department of Labor (DOL) statistics will be used to identify geographic areas of highest unemployment. DAABH SCSEP and its Subgrantee will collaborate with the Arkansas Department of Workforce Services (DWS) in order to obtain information from labor market environment scans to pinpoint untapped labor pools that would be a good fit for older workers. In addition, extensive labor market information (LMI) will be obtained through DWS on their Discover Arkansas website where LMI publications and updates are readily available for the State and for specific regions. DAABH SCSEP staff and its Subgrantee staff will work to build strong relationships with the DWS and Arkansas Economic Development Commission (ADEQ) to stay informed with new industry trends across the State that could affect employment opportunities in their respective areas.

DAABH SCSEP staff and its Subgrantee will work toward community integration as active members of State and/or local workforce investment boards (WIBs), One-Stops (a generic name for workforce centers), economic development councils, chambers of commerce, and other employer focused entities. These linkages provide current labor market information and opportunities to network and form partnerships with employers. The Subgrantee will be active members of human resource management, as well as, workforce, training, and career development organizations. This will provide opportunities to work alongside hiring managers on local, regional, and state initiatives focusing on improving local labor markets in preparation for emerging industries and sector jobs.

Direct involvement with these organizations will put them at the forefront when decisions are being made concerning ways to expand local employment opportunities within communities and when employers move into the area offering new employment opportunities for SCSEP participants.

DAABH SCSEP staff and its Subgrantee will also work closely with DWS, utilizing available employment related resources, including employability workshops, job leads, and participation in employer specific job fairs and/or hiring events. Participants are given the opportunity to take advantage of testing for career readiness and are awarded gold, silver, or bronze certifications upon completion. Based on testing results, participants work with local community colleges to improve in those areas identified as areas needing improvement during the testing process.

Subgrantee staff will work within communities developing and maintaining relationships with private, for-profit employers. In addition to local and rural community employment relationships, DAABH supports participants by developing strategic partnerships that enable employers to utilize on the job experience (OJE) and specialized training to encourage training and employment in the for-profit sphere.

The American Indian Center of Arkansas (AICA) is Urban Indian Organization based in Little Rock, Arkansas. The AICA serves Native Americans in Arkansas from federally recognized tribe throughout the State of Arkansas. The proposed catchment area will include the major population centers for active tribal members in the area. This area is comprised of the Little Rock Metropolitan Area and Fayetteville Metropolitan Area, and all of the Western portion of Arkansas. According to the United States Census Bureau, in 2018 there were 20,951 Native Americans living in Arkansas. Although some tribal members reside outside the proposed catchment area of Little Rock and Fayetteville, the population that they hope to serve is the over 3,087 Native American seniors in the state. AICA's SCSEP Program serves all, however, gives preference to the Native American Community.

According to the Arkansas DWS Long-Term Industry and Occupational Projections report, opportunities for older workers in various occupations will be increasing significantly. AICA will utilize the statistics obtained by DWS to identify the areas of highest employment and we will collaborate with employers in those areas.

Understanding the job market and understanding that the most high demand occupations are relative to the experience of the majority of our participants is key. The top high demand jobs are home health aides, food preparation workers, administrative/supportive services, library assistants and janitors and cleaners.

AICA's goal is to find Host Agencies that will train in these specific industries to enable us to keep up with the long-term growth in the high demand market.

Long-term Employment Projections 2016-2026

Projected Industry Growth

Occupation	Base Employment	Projected Employment	Net Growth	Percent Growth (%)
Combined Food Preparation and Serving Workers, Including Fast Food	30,865	37,737	6,872	22.26
Personal Care Aides	17,118	23,651	6,533	38.16
Retail Salespersons	38,410	43,249	4,839	12.60
Registered Nurses	24,535	28,403	3,868	15.77
Heavy and Tractor-Trailer Truck Drivers	36,412	39,963	3,551	9.75
Nursing Assistants	18,283	21,617	3,334	18.24
General and Operations Managers	21,180	23,901	2,721	12.85
Home Health Aides	7,423	10,032	2,609	35.15
Farmers, Ranchers, and Other Agricultural Managers	60,500	63,081	2,581	4.27
Waiters and Waitresses	19,399	21,826	2,427	12.51

DAABH SCSEP staff and its Subgrantee utilize employer outreach to identify high growth and high demand jobs. Employers have always been and will continue to be key partners. DAABH SCSEP staff and Subgrantee frontline staff - Employment and Training Coordinators (ETCs), are the primary link to employers. ETCs will meet with employers to discuss hiring status, practices, and specific skills required for upcoming job openings.

The Bureau of Labor Statistics reports high demand jobs that best match the SCSEP participants are very relatable to the types of Host Agencies that AICA has obtained. The Host Agencies agree to provide specific training to participants will enable them to become more employable in the in-demand

workforce areas. Working hand-in-hand with the Host Agencies to ensure they understand the vital role in the success of the participants.

The AARP Hot Springs office reports that tourism is growing due to the expansion of a casino and hotel in the area. Most jobs are shift work and part-time which is great for our mature workers. Little Rock reports that customer service, childcare and custodial services are areas in which we have employment opportunities for participants. AARP has success with custodial service contractors and daycare centers looking for mature workers to fill their ranks.

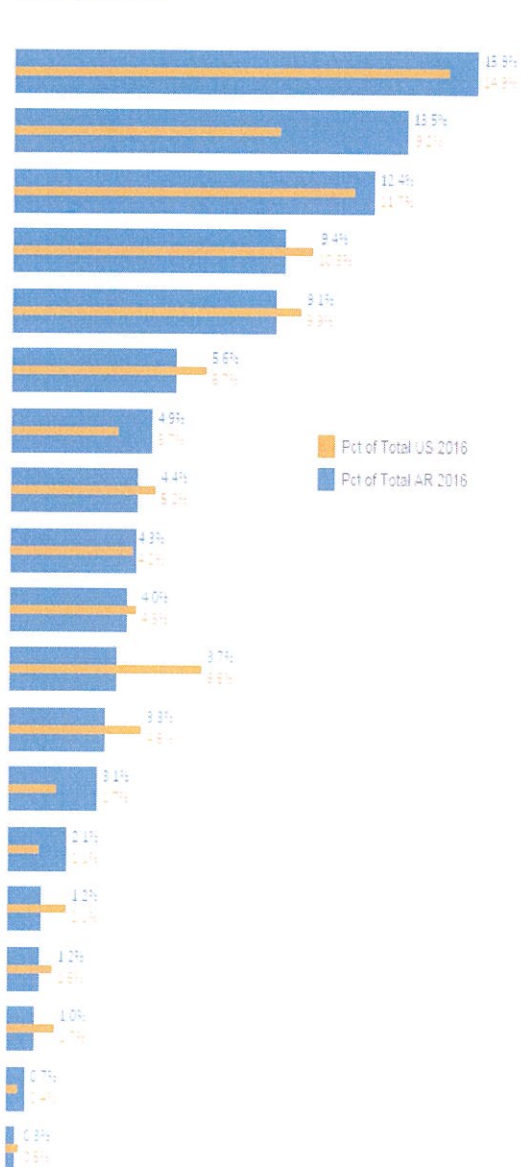
According to DWS, the projected labor demand trends by industry sector for the state and Local Workforce Development Areas (WDA) for the decade of 2016-2026 are presented in graphic below:

Industry Sectors at the State Level

Table 5: Number of Jobs by Industry Sector, Arkansas, Projections 2016-26

	2016	2026	Change	
Large	Health Care and Social Assistance	182,304	219,955	37,651
	Manufacturing	154,599	158,865	4,266
	Retail Trade	142,035	157,064	14,849
	Educational Services	107,517	115,492	7,975
	Accommodation and Food Services	104,233	119,193	14,945
	Administrative and Support and Waste Management and Remediation Services	64,767	71,257	6,490
	Transportation and Warehousing	55,699	61,161	5,463
Medium	Construction	50,297	56,580	6,283
	Other Services (except Government)	49,734	51,225	1,491
	Wholesale Trade	46,263	49,509	3,246
	Professional, Scientific, and Technical Services	42,603	46,526	3,923
	Finance and Insurance	35,305	41,071	5,766
	Management of Companies and Enterprises	35,105	40,137	5,029
	Agriculture, Forestry, Fishing and Hunting	23,621	25,521	1,840
Small	Information	13,552	13,315	-237
	Real Estate and Rental and Leasing	12,293	14,690	2,400
	Arts, Entertainment, and Recreation	11,039	11,272	233
	Utilities	7,696	7,975	279
	Mining	4,008	3,916	-92
	Total (19 Industries)	1,146,959	1,270,734	123,795

Figure 9: Share of Jobs (%) by Industry Sector, 2016, Arkansas and US



Sources: (1) Arkansas Division of Workforce Services, Labor Market Information and (2) Bureau of Labor Statistics, Employment Projections
Note: Educational Services includes Local and State Government Education. Health Care and Social Assistance includes Local and State Government Hospitals.

Table 5 shows the employment projections by each industry sector in the state in 2016 and 2026. According to the data, labor demand in the state is expected to increase by 123,795 jobs between 2016-2026. This increase will mainly come from growth in the top five industry sectors: Health Care and

Social Assistance, Manufacturing, Retail Trade, Educational Services, and Accommodation and Food Services, which jointly are anticipated to add 79,686 jobs.

The sectors in Arkansas that employ significantly more people compared to their counterparts in the nation are:

- 1) Manufacturing,
- 2) Transportation and Warehousing,
- 3) Management of Companies and Enterprises, and
- 4) Agriculture, Forestry, Fishing and Hunting.

The industry sectors that employ significantly less people than at the national level are:

- 1) Professional,
- 2) Scientific and Technical Services,
- 3) Finance and Insurance,
- 4) Administrative and Support and
- 5) Waste Management and Remediation Services,
- 6) Information.

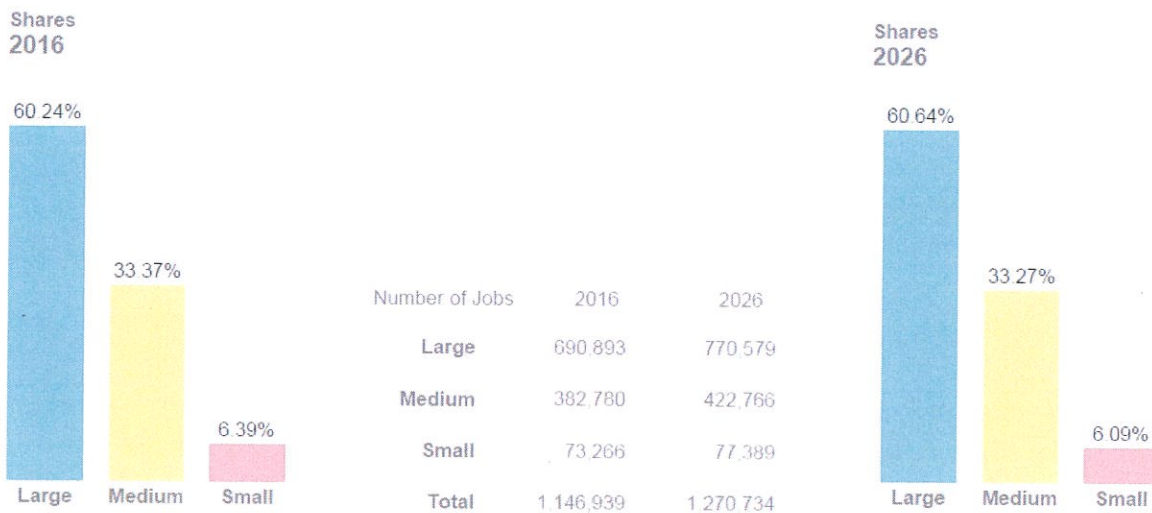
To facilitate the analysis, the industry sectors at the state level are divided into three groups based on the number of jobs: Large (employing 100,000 or more), Medium (employing between 35,000-100,000) and Small (employing less than 35,000).

Even though the distribution of jobs among the industry sectors in the state are different from the nation, the job distribution numbers among the three groups mentioned above are about the same. For instance, the large group (comprising the top five industry sectors) accounts for 60.3% of all jobs in Arkansas and 56% of all jobs in the country.

The medium group (next eight industry sectors) accounts for 33.4 % of jobs in Arkansas and about 36.8% of jobs in the country and finally, the small group (consisting of the bottom six sectors) accounts for 6.4% of the state jobs and 7.4% of the nation's jobs.

Figure 10 below shows the number of jobs and corresponding percentage share of state jobs for the three groups in 2016 and 2026. This figure shows that even though jobs are expected to increase by 123,795 in a decade, the percentage share of state jobs are projected to stay very close to the 2016 level for all three groups.

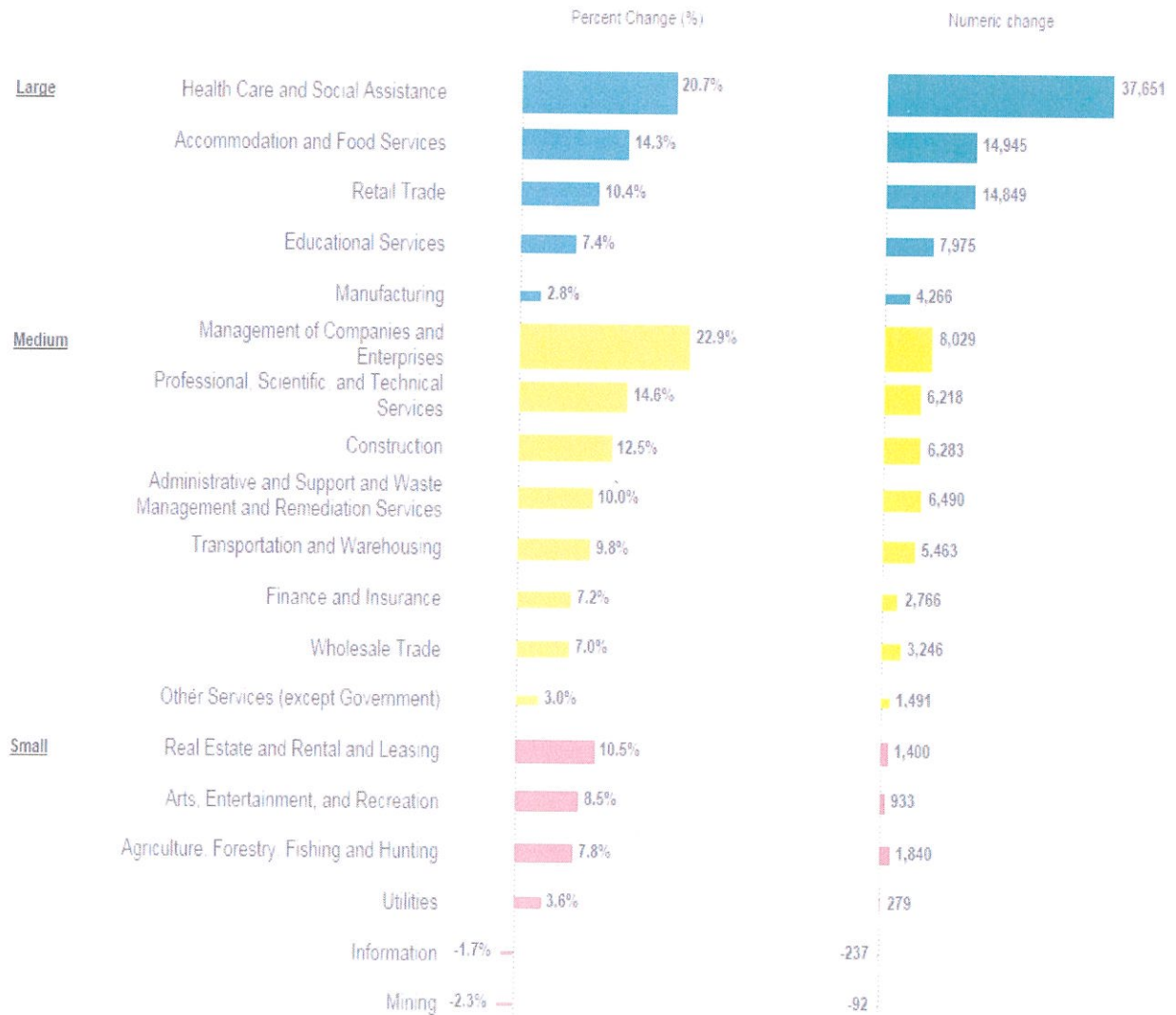
Figure 10: Number of Jobs by Industry Sector Size and Share (%) of State Total, 2016 and 2026



Source: Arkansas Division of Workforce Services, Labor Market Information- State Long Term Projections 2016-26

Figure 11 below displays the percentage and numeric change in the number of state jobs for the three groups between 2016 and 2026. All industry sectors are expected to show growth except for two: Information and Mining. For the large industry sectors, Health Care and Social Assistance is projected to show the fastest growth (20.7% increase and 37,651 additional jobs). Similarly, for the medium-sized industry sectors, Management of Companies and Enterprises is expected to grow the fastest (22.9% and 8,029 jobs) and likewise, among the small-sized sectors Real Estate and Rental and Leasing are expected to grow by 10.5% and 1,400 jobs.

Figure 11: Percent Change and Numeric Growth by Industry Sector, Arkansas, Projected Jobs 2016-26



Types of Jobs and Training

By 2024, Bureau of Labor Statistics (BLS) projects that the labor force will grow to about 164 million people. That number includes about 41 million people who will be ages 55 and older—of whom about 13 million are expected to be ages 65 and older. Although they make up a smaller number of workers overall, the 65 to 74-year-old and 75 and older age groups are projected to have faster rates of labor force growth annually than any other age groups. Over the entire 2014–2024 decade, the labor force growth rate of the 65 to 74-year-old age group is expected to be about 55%, and the labor force growth

rate of the 75 and older age group is expected to be about 86%, compared with a 5% increase for the labor force as a whole.

Chart 2. Annual growth rate in labor force by age, projected 2014–24 (percent)

Age group	Annual growth rate in labor force, projected 2014–24
45 to 54	-0.8%
55 to 64	0.6%
65 to 74	4.5%
75 and older	6.4%

Source: U.S. Bureau of Labor Statistics.

The Arkansas Department of Workforce Services' Long-term Industry and Occupational Projections 2014 – 2024 also identifies these same jobs as high growth occupations in the State of Arkansas. Specific information for areas within the State can be used to identify employment opportunities for local participants. Skills which they can be trained for will included on the participants' Individual Employment Plans (IEPs).

Training for SCSEP participants is diverse and depends on the type of unsubsidized job placement the participant will be hired into. For example, participants may receive training in non-profit organizations and agencies, such as those providing adult day services, which would help prepare them for personal care aide and home health aide positions. This training also allows participants to complete certification and receive specialized training.

On-the-job training is an important component of SCSEP. Participants who receive training for food service positions at schools, non-profit day care centers, colleges, hospitals, and senior centers eventually become paid employees at the same locations or somewhere else within the local community. This is also true for participants who receive clerical positions through local governmental offices, county health units, hospitals, and rural medical clinics. Child Care centers provide extensive training and employment opportunities for participants as a number of them are hired at the conclusion

of their training. Extensive customer service representative training is provided through the Blended Learning Training Program (BLTP) as well as through various JobReady courses. Customer service is a characteristic of training that is included with SCSEP training assignments where there is any interaction with the public, either in-person or by phone. Participants receive certificates of completion for each stage of training. These certificates can be added to their resumes as they seek unsubsidized employment.

The JobReady program is an excellent resource for participants needing training for office clerk, receptionist, and customer services positions. DAABH SCSEP staff will work with a number of Host Agencies to provide participant's training to prepare them for food preparation, server, childcare worker, retail sales, cashier positions and will continue to utilize the JobReady program as resources for participants.



Before training can begin, each SCSEP participant is given an assessment. The goal of the initial assessment is to show participants that they have valuable skills and experience that they can be used to build toward a locally available job. To assist with the assessment, the JobReady program is used as an online workforce development and case management tool. It is interactive and it helps participants identify their interests, evaluates their existing skills through testing, it suggests the best jobs based on assessment results, and indicates any skill gaps to be addressed to obtain the participant's job goal.

Following the assessment process, participants work with their Employment and Training Coordinators (ETCs) to determine employment goals that offer the greatest likelihood of success. During this plan cycle, staff will increase the use of the Career Clusters Tool, which is also available on the Department of Workforce Services' Discover Arkansas website.

<http://www.discover.arkansas.gov/Occupation/Projected-Employment-Opportunities-List>

The participant and their ETC will review possible employment goals by geographic location and will identify the total number of annual job openings and median wages for participants. The tool also shows whether the job is in demand in that geographic location. Using these resources together will further help ETC's and participants establish job goals that will help them achieve success and ensure that every training day and training dollar is well utilized.

AARP Foundation participants interested in the hospitality and food service industry have the opportunity to train via the Serve Safe program. Security and retail employers (i.e. Securitas, Allied Barton, and TJX Companies) have partnered with Subgrantees, which increases the choices available to participants for training and for employment. Another partnership is with the Arkansas Department of Career Education Adult Education's Workforce Alliance Growth in the Economy (WAGE) Program. This program provides career-specific training based on participant's individual employment plan and computer training for participants who have no or limited computer skills. The partnership with Our House, Inc. provides a host of training opportunities that are available to their participants at no charge.

In conjunction with online assessments, participants utilize the Virtual Career Network (VCN), which is a publicly accessible web-based career development platform that includes assessments, virtual learning and training, and career search tools. Its primary purpose is to assist SCSEP participants in preparing and qualifying for jobs via the internet. Assessment of newly enrolled participants involves determining not only their interests, but whether the Host Agency infrastructure could be used to provide adequate training to move participants toward sustained unsubsidized employment. The SCSEP program in Arkansas recognizes the importance of properly assisting participants enrolled in the program with employment training and in addressing a multitude of other barriers they face when attempting to return to the workplace. For example, the National Grantee AARP Foundation has developed the following tools that can be utilized to meet the needs of the individual participant:

- Requisition for Training Funds (RTFs) – Funding is provided to cover the cost of tuition and/or certifications, books, uniforms, and other expenses associated with education that can lead directly to unsubsidized employment;
- Additional Training (AT) – Time spent in work training within the project office such as, job club education, resume preparation, and/or mock interviewing is compensated;

- Specialized Training (ST) – Allows a participant to enter into employment training offered outside the traditional host agency environment;
- On the Job Experience (OJE) – Provides a formal structure that allows the participant to work for a private employer on a trial basis with no strings attached for either party; and
- Supportive Services (SS) – Is a form of temporary, often one-time assistance, designed to remove barrier(s) of all kinds that may be preventing participants from successfully entering the workforce or enrolling in the program.

AICA SCSEP prepares participants for the labor market through Host Agencies, giving them the ability to dive right into the current labor market. Prior to training, each SCSEP participant will be given an extensive assessment.

Ensuring that the participants are aware of the tools available for them and teaching them how to utilize the tools will be essential. AICA's participants are required to sign-up at the Workforce Center in their area and the Goodwill Career which offer free classes.

Overall, there are many more workers for low skilled jobs than there are openings. This can present a barrier to SCSEP participants. Workforce will work with SCSEP participants to encourage them to receive training to upgrade their educational skills to be able to fill jobs in the middle-skills jobs area. One area that the SCSEP grantees takes advantage of is the basic computer and computer software (job specific) skills that are often lacking among SCSEP participants.

Employment Opportunities and Training

To be able to prepare participants for employment it is necessary to understand the top tier jobs in the projected labor market. The Arkansas Division of Workforce Services Labor Market Information Unit listed the occupations with the largest growth for the years 2016-2026.

Combined Food Preparation and Serving Workers, including Fast Food with a numeric change of 6,872 jobs, is projected to be the top growing occupation thru 2026. Personal Care Aides is slated to add 6,533 to its workforce. In all, the top 20 growing occupations for the 2016-2026 timeframe are

expected to add 57,882 jobs to the Arkansas job market. The fastest growing occupation thru 2026 is projected to be Physician Assistants with 40.36 percent change expected. Personal Care Aides is slated to be second, growing at a rate of 38.16 percent. Eleven of the occupations on this list are directly connected to the healthcare field. Several other occupations are indirectly connected to the health and wellbeing of others. The average percent change among these top 20 fastest growing occupations is 32.43 percent.

To be able to prepare participants for these jobs it is necessary to understand the education and skills required for these positions. Skills Projections are based on two factors: Occupational Projections and ONET Skills data. When a skill is determined by the US Department of Labor to be moderately important and moderately required for an occupation, that occupation's projections are factored into the skills projections. Projections are calculated for Content Skills, Knowledge Domains, and Generalized Work Activities. When a SCSEP participant enters the program, they may be unemployed or have a limited work history. While some of these participants may possess the educational level to obtain one of the middle to high growth jobs, training in the soft skills will be necessary for them to retain and advance in unsubsidized employment.

DAABH SCSEP staff and its Subgrantee will increase their knowledge of the various labor markets and employer needs by collaborating with local Workforce Investment Boards and Arkansas Workforce Centers to ensure that participants receive the training needed to prepare them for employment in their communities. Because oftentimes, while the participants may have strong skills in a particular career field, they may not have the skill set needed for the available jobs in a certain region. As a result, several programs throughout Arkansas offer training as well as identify skills for potential participants seeking employment opportunities.

For instance, Arkansas Workforce Centers provide participant training through the Arkansas Career Readiness Certificate Program. In this program, participant skill levels are assessed using ACT WorkKeys assessments for the following skills: Reading for Information, Applied Mathematics, and Locating Information. If the job seeker scores high in all these areas, then he/she will receive an Arkansas Readiness Certificate which in turn automatically qualifies the participant for a National Career Certificate (NCR). However, if the participant scores low in one or more areas, the participant must successfully complete the Career Ready 101 instructional program, which is available onsite and

online, and pass each WorkKeys assessment before receiving certification. This educational approach which focuses on computer, occupation-specific, and job-search skills training for participants is a factor in reducing participant job barriers, as well as, increasing participant access to online learning. Other programs throughout Arkansas offer participants generalized training, such as computer or basic skills training, or specialized training like bookkeeping.

While **basic skills** such as reading for information, applied mathematics and locating information are assessed, helping participants improve computer skills is another focus that almost all programs train participants. Since the ability to efficiently operate a computer is a requirement for many jobs, most SCSEP grantees and Subgrantees provide computer skills training to participants. For example, DAABH SCSEP and its Subgrantee prioritizes computer training for most participants. Training is provided primarily through Teknimedia and JobReady. Teknimedia is a senior-friendly, self-paced, basic computer training software. Participants receive a certificate for each module completed.

The JobReady program serves as an online resource for computer skills training including basic level (screen navigation, email, and internet) and higher-level skills (Microsoft Word, Excel, PowerPoint, and Outlook). JobReady offers more than 400 specialized courses. These include training in skills needed for high-growth industries, such as Essential Medical Office Skills. Online tests evaluate participant progress. Some training includes the ability to earn industry-recognized certificates that can be added to participant resumes.

Participants have indicated that these certifications have a positive effect on their self-esteem, confidence and marketability. Certified online training is particularly effective in increasing access in rural areas. Both Teknimedia and JobReady are free to participants and accessible 24/7. For those new



to computer technology or who cannot afford a computer, computer access may be available at their host agency, a community library, or a workforce center where additional help is available if needed. For rural residents, DAABH SCSEP staff and its Subgrantee online computer training may be the only accessible option.

In addition to the aforementioned resources, participants can access training through Host Agencies, community colleges, workforce centers, and others as documented on Individual Employment Plans (IEP). Examples of general training provided by partners include basic education, GED, English as a Second Language (ESL), work-readiness skills, and job search skills.

General training is usually provided in conjunction with the community service assignment and includes one-on-one skills training, lectures, or seminars.

Through the AARP Foundation, in order to know the growth industries in an area and which training to concentrate on, local knowledge is used together with information provided by area One-Stops and the chambers of commerce along with other sources. Additionally, training is provided utilizing local and internet resources which includes: AARP.Org, AARP's Back to Work 50+, Goodwill, Our House, W.A.G.E., DWS, Host Agencies, self-directed online tutorials, Experience Works, NCBA, and the AARP Foundation SCSEP Local Project Site office.

Local Project Site Offices are flexible enough to tailor their training to the needs of their participants. For example, in one instance, a series of training modules were tailored to help the older worker recognize that constant change is part of today's workforce and how to embrace and adapt to change in the workplace. Another training class focused on how the impact of one's mindset or thoughts about things can impact opportunities for sustained long-term employment. Teaching generational communication in the workplace as well as how to manage incomes are other examples of training provided. Modules include visual aids like PowerPoint presentations and hand-outs to enhance the experience of the learner.

Specialized training prepares a participant for a particular job or industry that is in demand in the participant's community. Examples of skills training include certified nursing assistant, home health aide, teacher's aide, and commercial driver's license. This training can be off the-shelf or customized. New resources for certification training are of particular value in rural areas. They are self-paced courses, provided at a low cost, and are online through the JobReady program. For example, the JobReady program allows participants to receive a certification in essential medical office skills. DAABH SCSEP staff participants offer extra-help for Host Agencies in exchange for the valuable hands on training and networking that goes along with participating at the agency. In many cases, the

agency will hire the participant. For those that are not offered employment, the experience can lead directly to unsubsidized employment elsewhere.

One barrier to employment that older workers face is the inability to market themselves to employers. To address this, DAABH SCSEP staff and its Subgrantee assists participants with resume preparation, interview skills, and referrals. When appropriate, participants also receive support through workforce center job search classes, or the DAABH SCSEP staff and its Subgrantee Job Club/job-search training program developed specifically for older job seekers.

Job Club/job-search training is a value-added feature for SCSEP projects by incorporating best practices from around the country as well as ideas and adapted materials from some of the most recognized trainers in the industry. The

curriculum includes an instruction manual and materials for the trainer as well as handouts and materials for participants. Training covers networking, completing applications, interviewing, answering difficult questions, closing an interview, writing thank you notes, and keeping the job. Because job searches require



basic computer literacy, such as using a kiosk to fill out an application for Walmart or completing an online application for Home Depot, Teknimedia's computer training is emphasized for Job Club participants lacking computer skills. The Job Club/job-search training is an enjoyable and nonthreatening way for participants to learn while building self-confidence and self-esteem.

Participants come to realize that employers value the skills they have or can obtain by participating in SCSEP.

A computer-literacy component teaches participants to prepare online resumes and complete online applications. In rural areas where there are few participants, staff collaborates with other employment and training providers to ensure that there are enough participants to validate having a Job Club in that region.

The goal of the DAABH SCSEP and its Subgrantee is to assist the participant obtain and retain an unsubsidized job. In most cases, the project director and site participants have played a significant part in preparing the participant for a particular job. IEPs are developed for everyone entering SCSEP. They are living documents initiated based on specific interests identified through online assessments and interviews with the participant. The tool is used to identify areas of needed training specifically as it relates to employability, training in the agency and the community, and job search activities.

In order to know the growth industries in an area and which training to concentrate on, local knowledge is used together with information provided by area One-Stops and/or other sources such as the chambers of commerce. Additionally, training is provided utilizing local and internet resources which includes: AARP.Org, AARP's Back to Work 50+, Goodwill, Our House, W.A.G.E., DWS, Host Agencies, self-directed online tutorials, Experience Works, NCBA, and the AARP Foundation SCSEP Local Project Site office.

Local Project Site Offices are flexible enough to train to the needs of their participants. For example, a series of training modules was tailored to help the older worker recognize that constant change is part of today's workforce and how to embrace and adapt to change in the workplace. Another training class focused on how the impact of one's mindset or thoughts about things can impact opportunities for sustained long-term employment.

Teaching generational communication in the workplace as well as how to manage finances are other examples of training provided. Modules include visual aids like PowerPoint presentations and hand-outs to enhance the experience of the learner.

Note: The low- and middle-wage anticipated occupational growth in the United States between 2014 and 2024, using the latest occupational employment projections provided by the BLS at the national and state levels.

The purpose of these analyses is to identify impending skill gaps that could be filled by low-income older workers.

Low- and Middle-wage Occupations Projected to Grow Most Rapidly Nationally from 2014 to 2024								
	Projected Growth		Education Requirements					
	Number (thousands)	%	n wage	None	HS diploma or GED	Post secondary, no degree	BA or AA degree	OJT requirements
Nursing/psychiatric/home health aides	620	25	\$12.02			X		None
Other personal care/service workers	610	16	\$8.97		X			Short OJT
Food and beverage serving workers	535	8	\$11.06	X				Short OJT
Construction trades workers	514	10	\$16.03		X			Moderate OJT
Retail sales workers	413	5	\$11.54	X				Short OJT
Information and record clerks	399	7	\$15.38		X			Short OJT
Building cleaning and pest control	248	6	\$11.06	X				Short OJT
Motor vehicle operators	227	6	\$14.96			X		Short OJT
Material moving workers	200	5	\$14.42	X				Short OJT
Cooks and food preparation workers	152	5	\$9.85	X				Short OJT
Other teachers and instructors	126	9	\$15.38				X	Moderate OJT
Secretaries and admin assistants	119	3	\$17.31		X			Short OJT
Other education, training, and library	100	7	\$12.47			X		None
Food prep supervisors and serving	100	10	\$12.50		X			None
Supervisors of sales workers	88	5	\$18.95		X			None
Grounds maintenance workers	78	6	\$9.62	X				Short OJT
Other protective service workers	74	5	\$14.42		X			Short OJT
Other office/administrative support	62	2	\$17.01		X			Short OJT
Helpers, construction trades	33	14	\$14.11		X			Short OJT
Entertainment attendants	33	6	\$12.98	X				Short OJT
Personal care & service supervisors	28	10	\$15.38		X			None
Media and communication equipment	27	5	\$16.58			X		Moderate OJT
Other sales and related workers	27	3	\$12.53		X			Short OJT
Other food prep & serving related	26	2	\$9.61	X				Short OJT
Animal care and service workers	26	11	\$5.77		X			Short OJT
Supervisors of building and grounds cleaning and maintenance workers	24	6	\$14.90		X			None
Food processing workers	23	3	\$13.46	X				Moderate OJT
Religious workers	22	5	\$16.79			X		Short OJT
Other transportation workers	21	6	\$15.87	X				Short OJT
Art and design workers	17	2	\$15.38			X		Short OJT
Baggage porters, bellhops, concierges	7	9	\$14.90		X			Short OJT
Tour and travel guides	2	5	\$10.82		X			Moderate OJT

Funeral service workers	1	2	\$19.05			X		Moderate OJT
Source: US Bureau of Labor Statistics Employment Projections program; 2015 American Community Survey; and O*NET database.								
Notes: AA = associate of arts; BA = bachelor of arts; HS = high school; GED = general equivalency diploma; OJT = on-the-job training. We use wage data from the American Community Survey to determine low- and middle-wage occupations. We calculate the median wage among the older population for each occupation. Occupations falling below the 25th percentile (\$14.43) are low wage. Occupations falling between the 25th and 50th percentile (\$14.42 to \$19.23) are middle wage. Wages for personal appearance workers and animal care and service workers fall below the federal minimum wage, likely because of a high prevalence of self-employment in those occupations.								
a These occupations have required experience of less than five years; for all other occupations, no experience is required.								

State of Arkansas Long-Term Industry and Occupational Projections 2016 –2026

Additional statistics from the Arkansas Department of Workforce Services' State of Arkansas Long-Term Industry and Occupational Projections 2016 –2026 identifies the following occupations which require a high school diploma or less and are appropriate for participants:

Long-term Employment Projections 2016-2026 Projected Industry Growth

Occupation	Base Employment	Projected Employment	Net Growth	Percent Growth (%)
Combined Food Preparation and Serving Workers, Including Fast Food	30,865	37,737	6,872	22.26
Personal Care Aides	17,118	23,651	6,533	38.16
Retail Salespersons	38,410	43,249	4,839	12.60
Registered Nurses	24,535	28,403	3,868	15.77
Heavy and Tractor-Trailer Truck Drivers	36,412	39,963	3,551	9.75
Nursing Assistants	18,283	21,617	3,334	18.24
General and Operations Managers	21,180	23,901	2,721	12.85
Home Health Aides	7,423	10,032	2,609	35.15
Farmers, Ranchers, and Other Agricultural Managers	60,500	63,081	2,581	4.27
Waiters and Waitresses	19,399	21,826	2,427	12.51

While there are job openings available in various job sectors, the Arkansas Workforce Investment Board provides a snapshot of facts at: https://www.dws.arkansas.gov/workforce-innovation/?_ga=2.133636238.184422429.1580219715-659610456.1564506803

II. SERVICE DELIVERY AND COORDINATION

Coordinate SCSEP with other Programs

1. **Actions State and National Grantees will take to coordinate activities of SCSEP grantees with Workforce Innovation and Opportunity Act (WIOA) Title I programs, including plans for using the WIOA One-Stop delivery system and its partners to serve individuals aged 55 and older.**

- a. The workforce center delivery system One-Stop center operators and the workforce delivery system partners will comply with section 188 of WIOA and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) with regard to the physical and programmatic accessibility of facilities, programs, services, technology, and materials for individuals with disabilities. The State ensures that Arkansas Workforce Center system complies with section 188 of WIOA and applicable provisions of the Americans with Disabilities Act of 1990 through the development and implementation of a Methods of Administration Policy that outlines all requirements of the system.
- b. Access and Accommodations in collaboration with Increasing Capabilities Access Network will work with the Division of Services for the Blind to develop a certification review team for compliance of the one stop delivery system with section 188 of WIOA and applicable provisions of the ADA.
- c. The SCSEP programs works closely with the One Stops. When it is financially possible the provider is co-located in the One Stop. If this is not possible, they may attend the local partners meetings so that they are aware of other programs and services that are available for their participants. Since understanding the local labor market is important, they may attend the Local Workforce Development Board meetings. At these meetings,



they can create connections with local businesses and learn about employment opportunities for their participants. The SCSEP Program Director of the DHS - Department on Aging, Adult and Behavioral Health Services has signed a Memorandum of Understanding (MOU) with the state workforce agencies involved with providing workforce services.

- d. The AICA SCSEP Program has active partnerships with the One-Stops all over the state. They have partnered with our WIOA Program to better service the Senior Native American Community. AICA has staff actively on the Workforce Investment Boards. The goal of these partnerships are to enhance the development of the senior workforce. We will actively co-enroll participants when deemed appropriate. They will encourage all participants to take full advantage of all that the workforce centers have available, as well as the Goodwill Career Center courses, and the trainings that we internally provide.

2. Actions State and National Grantees will take to coordinate activities or SCSEP grantees with the activities to be carried out in the State under the other titles of the OAA.

- a. National Grantee AARP Foundation SCSEP, has a good relationship with the workforce centers and works positively to serve individuals of different races, nationalities, disabilities, and veterans. Some training in remote counties is conducted in the workforce center closest to the participant's home. The benefit of this cannot be understated given the distances participants would otherwise have to travel in rural Arkansas. It is AARP Foundation's expectation that each of their project sites partner directly with area One-Stops and/or WIOAs by providing in-kind help and assist them in any other way within AARP Foundation's means.
- b. Initiate and Complete Memorandums of Understanding (MOU) with WIOA One-Stops within AARP Foundation Project Office Service Delivery Areas.
- c. Assigning SCSEP participants to WIOA One-Stops
- d. Establish AARP Foundation satellite offices in WIOA One-Stops that serves individuals 55 and older. AARP Foundation SCSEP will continue to coordinate activities in the State under other titles of the OAA. Great care is taken by AARP Foundation to adhere to the guidelines set out by the Older Americans Act. Project sites consistently serve those with the most "in need" characteristics. Project sites are expected to reflect the

demographics of the communities they serve. It is expected that a representative from AARP Foundation will participate in meetings conducted by DHS DAABH/Sub grantee and will assist where possible to advance proper equitable distribution. Additionally, AARP Foundation SCSEP assigns participants to Senior Recreation Centers and Meal sites funded by the DAABH.

3. Actions State and National Grantees will take to coordinate SCSEP with other private and public entities and programs that provide services to older Americans, such as community and faith-based organizations, transportation programs, and programs from those with special needs or disabilities.

- a. National Grantee AARP Foundation coordinates with other private and public entities and programs that provide services to older Americans, such as community and faith-based organizations, transportation programs, and programs for those with special needs or disabilities. Participants are frequently assigned to these agencies to perform community service. These agencies provide training as well as references to supportive services based on the need of the participant. Supportive Services include, but are not limited to, transportation, eyeglasses, food stamps, utility assistance, tax preparation, legal assistance, scrubs, and other work-related items that participants may require for successful employment.
- b. National Caucus and Center on Black Aged, Inc. (NCBA) utilize the services of or directly contract with the service organizations that serve the aging population, such as elder abuse prevention services, legal services, and transportation services. Many of these services are provided by community-based organizations. Due to the direct contractual relationship, NCBA staff members remain in constant contact with the service provider staff from which participant and host agency referrals are made. The SCSEP Managers, through the NCBA, work with transportation, nutrition providers, and community action organizations.
- c. NCBA's collaboration with other public and private entities and programs that provide services to older American's, community-based organizations.

- d. NCBA has a direct contractual relationship with community-based organizations as service providers. Local community action agencies work closely with NCBA to collaborate on the SCSEP.
- e. Transportation Programs - Transportation providers are generally non-profit organizations that partner with NCBA through Area Agencies on Aging.
- f. AICA will continue partnering with as many public and private programs as possible that provide services to older Americans. We will implement an OJE policy that corresponds with DHS, EW, and any other partnership that we develop.

4. Actions to coordinate SCSEP with other labor market and job training initiatives.

- a. Through the grantee attendance at the State and Local Workforce Development Board meetings, the SCSEP program representatives may be made aware of the high growth industries in their area and the jobs that need to be filled. They also have access to local labor market information through their One-Stops. By using this information, they can determine if their participants have the skills to perform the jobs or if they need additional training. If training is needed their connection to the Workforce System allows them access to the training providers.
- b. Currently the state of Arkansas workforce system is establishing sector partnerships in each region. The SCSEP providers will continue to monitor the development of these partnerships and link up with the partnerships in the sectors that would be most beneficial for their participants. Through the partnerships with the One-Stops and the Local Workforce Development Boards the SCSEP providers will also be connecting with apprentice programs. With the variety of apprenticeships that are being developed there are many possibilities for employment for SCSEP participants and best utilize individuals age 55 and older in these apprenticeships.
- c. NCBA employment opportunities for SCSEP participants vary based on the jobs available in the local labor market. Data on the local jobs, such as type, availability, and potential growth should determine the types of Host Agencies and the how many are needed to support SCSEP participant training. Also, each SCSEP participant's Individual Employment Plan is developed based on the skills needed for the available jobs and should guide the training he or she receives. The labor market data needed to

drive these decisions comes from the WIOA Labor Market Information unit and is provided in partnership through board meetings, conferences, the WIOA State Plan, and local Workforce Development Network Job Centers.

- d. AICA will work to gain access to more specialized training at the basic levels through one-on-one and classroom trainings provided by staff, as well as through its partners. AICA will also work towards building stronger collaborations with community colleges, adult education centers, libraries to ensure that the training and educational needs are met at every level. AICA will utilize its partnerships through the One-Stops and Local Workforce Development Boards. AICA is working towards partnering with the up and coming apprentice programs and will work towards getting on the apprenticeship boards that best fits the SCSEP participant's needs. AICA will enhance its relationship with the WAGE Program as well as the local community colleges that we are partnered with.

5. Actions the State and National Grantees will take to ensure that SCSEP is an active partner in the One-Stop delivery system and the steps the State will take to encourage and improve coordination with the One-Stop delivery system. To meet requirements of the WIOA legislation, MOUs will be signed between SCSEP and the Arkansas Department of Workforce Services. These parties will ensure that they update their MOUs and continue to attend partner meetings to maintain their connections with the other partners in the system.

- a. AARP will initiate and complete Memorandums of Understanding (MOU) with WIOA One-Stops within AARP Foundation Project Office Service Delivery Areas. AARP will assign SCSEP participants to WIOA One-Stops. The AARP Foundation will establish satellite offices in WIOA One-Stops that serves individuals aged 55 and older.
- b. NCBA-SCSEP participants complete an initial assessment upon entrance into the program to determine their employment plan. For participants that are interested in completing their High School Equivalency Diploma (HSE), NCBA partners with county Adult Education program administered by the Community Colleges. The Adult Education program is designed to offer opportunities to enhance the skills and abilities of individuals preparing for the workforce. NCBA participants are encouraged to prepare themselves in the areas of math, reading, writing, communication, and

computer skills to become employment ready. The Adult Education program aids in developing these skills based on the individual's skill level and learning capacity.

- c. Active partnership requires MOU's to be signed with each entity. AICA will ensure that there is a current MOUs with each partner. AICA will continue enhancing our relationship/partnership with the workforce centers. AICA will continue to be present at board meetings, community outreach meetings, and more.

6. Efforts the State and National Grantees will take to work with local economic development offices in rural locations. Best practices established during this pilot have been:

a. AARP Recruitment

- AARP is currently piloting a Rural Strategy Initiative focused on Recruitment, Partnerships/Collaboration, and the use of Technology.
- Always start with the largest community in the county;
- As Host Agencies are developed, ask the supervisors if internet or Wi-Fi access for participant job search and training is possible; Look for entities like the USDA or Food Banks to see if they will permit recruiting during their events; and
- For safety review completion, initially have the HA supervisor complete the review with guidance from the Project Site Office.

b. AARP Partnerships

- Utilize asset mapping;
- As relationship develop with Host Agencies, ask them to assist with recruitment and referrals; and
- As participants are identified, ask them for referrals.

c. AARP Technology

- Implement laptops and mobile devices where appropriate;
- Request that the Host Agencies allow their participant to use their internal system to complete online job search and training; and

- Establish relationships with local library for WI-FI and connectivity.

d. NCBA

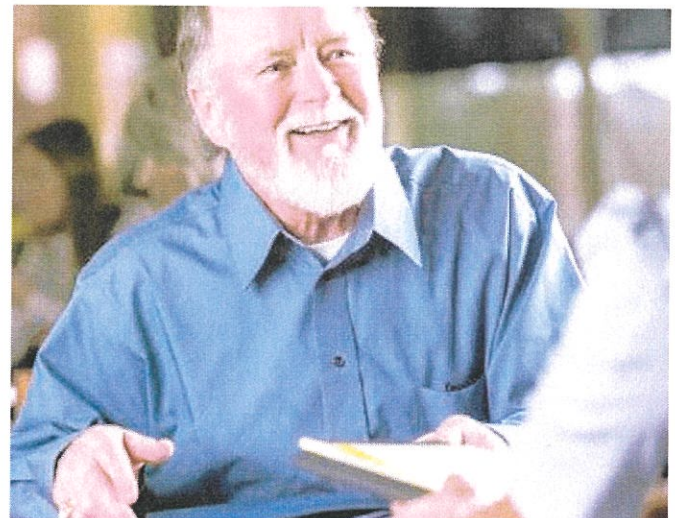
- Area Agencies on Aging are directly linked to the economic development of rural areas and receive funds from local cities, counties and local governments. Area Agencies on Aging have direct relationships with cities, counties and local governments; many are Host Agencies for NCBA participants. The following are government agencies that NCBA works with on an ongoing basis:
 1. Cities;
 2. Towns;
 3. Libraries;
 4. Local Chambers of Commerce
- **NCBA** Staff will continue to foster these relationships to increase their participation as Host Agencies. These entities may potentially hire participants into unsubsidized employment.

e. AICA

- Will continue to target economic development offices in the counties that are currently served. AICA will continue to connect with the Chamber of Commerce in those counties and stay informed through those relationships.

Long-Term Strategy for Engaging Employers

DHS DAABH SCSEP staff and its Subgrantee will make contact with private employers to make referrals for unsubsidized employment opportunities. They also encourage the Host Agencies to assist participants in their transition to unsubsidized employment, including unsubsidized employment with the host agency.



Long-Term Strategy for Serving Minorities

DHS DAABH SCSEP staff along with National Grantee AARP has served and will continue to serve minorities in Arkansas. The approach is primarily partnering with agencies that provide social services directly or indirectly to these potential participants. In most cases, these agencies are also potential Host Agencies. In addition, AARP's efforts will continue by:

- Attending functions sponsored by minority leaders;
- Utilizing agencies that work with minorities;
- Make presentations to local civic and faith-based organizations that serve minorities;
- Distributing flyers, brochures, and fact sheets within the communities; and
- Accepting referrals from workforce centers, minority agencies, and community referrals.
- Continue to serve the African-American population that is currently 59% of the AARP Foundation SCSEP enrollment.
- Recruit and serve American Indian/Alaskan, Asian, Hawaiian/Pacific Islanders and Hispanic peoples.

NCBA will coordinate with DWS to assist and provide the following:

- Continue to work together in collecting and sharing labor market information in any specific area to identify the skills area businesses required so that we can develop targeted recruitment of both the participants and Host Agencies.
- Remain in compliance with DOL equitable distribution of positions in the state, NCBA will work closely with the state to ensure that the distribution is always equitable.
- As a national administrator of the SCSEP program in Arkansas, NCBA has recognized and experienced the many challenges presented by the rural nature of the state. NCBA will continue to work with the state to develop and implement plans to meet these challenges and help the participants gain unsubsidized employment.

AICA will continue to ensure the following concepts with regard to WIOA:

- An avenue to WIOA funded ventures and collaborating with the WIOA Program with AICA will be one of AICA's strategies for engaging employers to develop and promote opportunities for the placement of SCSEP participants in unsubsidized employment. Following the IEP for each participant as a working document, updating as often as each program allows will be a very insightful way to stay on track for unsubsidized employment. Native American Community involvement will be a necessary strategy for AICA.
- AICA's WIOA program serves minorities only. AICA's SCSEP Program has partnered with the WIOA program to ensure that all senior participants who qualify have the opportunity to be on the SCSEP program. Our center specifically targets the minority population in all that we do. We will continue reaching into the community to promote as well as getting referrals from our other partners. We will continue to attend events and community outreach projects that are hosted by minority leaders. We will host job fairs for our Native American community and continue to be a support system to all agencies that utilize our WIOA program to assist the community.

Community Services Needed to Address the Needs of Individuals



Community services are needed throughout the entire state. AICA's most in need Native American service area has been in the Western part of Arkansas. We currently have over 9,000 Native Americans unemployed, underemployed, or economically disadvantaged in Western Arkansas. AICA will continue its efforts of education and employment in that area.

Long-Term Strategy to Improve SCSEP Services

The National Grantee AARP Foundation will internally review their outputs to determine strengths, weaknesses, and opportunities. Through this process they will be able to develop initiatives to improve the services provided to participants, Host Agencies, employers, and communities. One example is the Rural Strategy Initiative which is reaching out to rural areas to determine the best delivery of service and how to effectively provide training that will lead to unsubsidized employment. To better achieve the goals of SCSEP, AARP Foundation will continue to:

- a. Coordinate activities with the Department of Workforce Services to improve assistance to more mature workers;
- b. Expand supportive services to include meeting transportation needs of seniors through mass transportation (bus passes) and collaborate for transportations with other agencies serving seniors;
- c. Provide services for disabled individuals through host agency assignments and potential unsubsidized employment. We will pursue efforts to collaborate with Vocational Rehabilitation and Spa Area Independent Living Services (S.A.I.L.S.);
- d. Collaborate with community colleges and adult learning centers to provide basic computer training for seniors; and
- e. Target employers who are interested in hiring older workers.

NCBA will coordinate with DWS to assist and provide the following:

- a. Continue to work together in collecting and sharing labor market information in any specific area to identify the skills area businesses required so that they can develop targeted recruitment of both the participants and Host Agencies.
- b. Remain in compliance with DOL equitable distribution of positions in the state, NCBA will work closely with the state to ensure that the distribution is always equitable.
- c. As a national administrator of the SCSEP program in Arkansas, NCBA has recognized and experienced the many challenges presented by the rural nature of the state. NCBA will continue to work with the state to develop and implement plans to meet these challenges and help the participants gain unsubsidized employment.

AICA will develop an internal audit of review to determine what is working and what is not working. In order to improve we must first determine what isn't working, and either eliminate the efforts or

provide more effort to make it work. Being innovative with our partnerships, collaborations, thinking outside the box for the program will bring success.

Improvement in Performance for SCSEP Participants' into Unsubsidized Employment

The United States Department of Labor (DOL) provides SCSEP Managers with management reports via the web-based data collection system known as SPARQ (SCSEP Performance and Results QPR (Quality Performance Report)). Management reports are produced quarterly to gauge progress towards performance measures.

State and National grantees will improve their knowledge of which local employers are available in each area of the state and will familiarize themselves with what minimum skills requirements those employers have for prospective employees. A thorough assessment of participant interests, knowledge, skills, and abilities will be completed for those who complete training goals and are considered employment ready. Project Directors will then identify and target employers and agencies that have needs for these types of skills and experience.

Once local employers are identified, AARP Foundation SCSEP's Project Directors and Employment Specialists will work to develop partnerships by making face-to-face presentations and/or written presentation of the opportunities presented by SCSEP and the pool of available workers ready to enter the workforce in their area. National Grantee AARP Foundation will:

- a. Attend job fairs to increase awareness of the program and to develop relationships with employers making them aware of the availability of the trained applicant pool;
- b. Partner with One-Stops and associated boards to acquire information regarding local trends in the employment market which will help identify employment opportunities. In rural areas where One-Stops are not available, connections will be made with senior activity centers, local officials, and public agencies for assistance in networking with employers in the local area;
- c. Recruit Host Agencies or training sites that will provide skills needed within high growth industries and occupations mentioned earlier;

- d. Utilize OJE to match the participant and employer. Past experience indicates that the hotel, food and beverage industry, retail stores, and in-home care and/or assisted living/rehabilitation centers are more likely to hire more mature workers; and
- e. Continue to engage in personal contacts either face-to face or via telephone in assigning participants to Host Agencies as they are very positive about hiring mature workers.
- f. Continual training and emphasis on individual participant job search:
 - Conducting Job Clubs
 - Utilizing Intensive Services

AICA's strategy for continuous improvement in the level of performance for SCSEP participants' entry into unsubsidized employment will be to:

- a. Utilize each participants IEP as a working document, building the training designed around the set goals.
- b. Recruit Host Agencies and training sites that will provide specific training needs for specific participants.
- c. AICA's participants are required to sign up at the local workforce centers and one stop centers and stay informed of the employment market on their own. Educating participants on how to do this, and how to make it the most effective for them individually will be a key factor in the success of the program as a whole.

III. LOCATION AND POPULATION SERVED INCLUDING EQUITABLE DISTRIBUTION

Authorized Title V Projects Localities and Populations

The Department of Labor (DOL)/Employment and Training Administration (ETA) authorizes the number of community service training positions in the state, by a Census based formula. Arkansas was allocated a total of 778 authorized positions in program year 2019. Arkansas has three national grantees and one state grantee, with positions funded as follows: the Arkansas Department of Human Services (DHS), Division of Aging, Adult and Behavioral Health Services (DAABH), the state grantee, was funded for 149 authorized positions. The AARP Foundation, a national grantee, was funded for 189 positions; while NCBA, another national grantee, was funded for 394 positions and

Institute for Indian Development, Inc (IID), the final national grantee in Arkansas, was funded for 46 positions.

It is noted that authorized position funding is modified by several factors, including the state's minimum wage. The Arkansas DHS DAABH, in program year 2019, saw 120 modified positions. The AARP Foundation, had a total of 143 modified positions. The NCBA had 306 modified positions. Lastly, IID(S) had 35 modified positions. This brings the overall state modified positions to 604.

The continued effort to increase SCSEP job placements in the high growth areas will assist with more job placements in Arkansas. As grantees, we understand the need to obtain skills through training at Host Agencies in order to generate quality job placements in high growth industries. Arkansas SCSEP programs across the state projects that a high number of jobs are expected to be available in the next ten years. Participants are encouraged to design their employment plan around industries most-in need of skilled workers such as service sector, administrative support, health care, retail, food, service, gaming, social assistance, and education.

Cities and Counties Where the SCSEP Project Take Place

Many counties are very rural in nature and there are challenges with transportation, recruitment of participants and Host Agencies and lack of employment opportunities. The State grantee SCSEP positions are located in forty counties. (see below)

Ashley	Craighead	Jefferson	Monroe	Union
Baxter	Crawford	Lafayette	Ouachita	Washington
Benton	Crittenden	Lawrence	Poinsett	White
Boone	Cross	Lee	Pulaski	Yell
Chicot	Faulkner	Little river	Randolph	
Clark	Greene	Logan	St. Francis	
Clay	Howard	Lonoke	Searcy	
Cleburne	Independence	Miller	Sebastian	
Conway	Jackson	Mississippi	Sharp	

In Arkansas 75 counties experienced a population loss from 2010 to 2015. All of these but three (Crawford, Crittenden and Jefferson counties) were rural. Seventeen counties experienced a population

loss of 5 percent or more, and Jefferson County is the only urban county in this group, with a loss of 7.6 percent. The highest population losses are found in the Delta, where Phillips County had a population loss of 10.3% and Monroe County of 9.2%. All but one county in the Delta and one in the Coastal Plains lost population. Of the 34 counties in the Highlands, only 11 had an increase in population during this five-year period. This is a change for the Highlands, which until 2012 consistently experienced population gains. (Source: Rural Profile of Arkansas 2017

www.uaex.edu/publications/pdf/MP541.pdf

Current Slot Imbalances Proposed to Achieve Equitable Distribution

SCSEP State and National Grantees work to assure information regarding SCSEP is readily available to all individuals. This is accomplished through meetings, presentations, distribution of brochures and media advertisement of the program. To better serve participants, SCSEP's State and National grantees staff have identified some challenges and are developing strategies and sharing best practices to address or minimize the following:

- Low skills in education/literacy/computers— in the reception area and resource rooms are trained Workforce staff to identify signs and behaviors that indicate a job seeker cannot access the available services due to education/literacy/language barriers.
- Workforce staff provide one-on-one assistance to those who need this type of individual service. Bilingual workforce staff available and provide Spanish-language brochures and pamphlets covering the services provided. One-Stops are a cornerstone to SCSEP's State and National grantees recruitment in most offices.
- Continuing to advertise frequently in newspapers and local media including cable television and radio that cover any given locality.

State and National Grantees Long-Term Strategy for Equitable Distribution of SCSEP Positions

To obtain Equitable Distribution statewide, positions will be moved from over served areas to underserved areas as positions become vacant in over served areas. SCSEP grantees will maintain a waiting list. The effected Host Agency will be given 30 days' notice. Providing SCSEP services in rural communities has been a challenge because of the limited number Host Agencies, lack of transportation and employment opportunities.

Serves both Rural and Urban Areas

The purpose of recruitment is to maximize the number of eligible older individuals who will have an opportunity for SCSEP participation. The SCSEP grantees will make efforts to provide equitable services among the population segments eligible for SCSEP participation. These efforts include:

- Outreach to broaden the applicant composition pool to ensure inclusion of individuals that match the following priority criteria: age 65 years or older;
- Individuals with disability;
- Individuals limited English proficiency or low literacy skills;
- Rural area residents;
- Veterans or spouses of veterans;
- Individuals with low employment prospects;
- Those who have failed to find employment after utilizing services provided under Title I of WIOA; or
- Those who are homeless or at risk for homelessness.

Afforded Priority for Service

Individuals matching the following criteria will be accepted for participation in SCSEP: (1) age 55 or older; (2) a resident of Arkansas; and (3) annual income that did not exceed 125% of the Federal Poverty Level during the preceding 12 month period, or at the option of the project, an annualized six month period. Participants are required to disclose family income and sign a statement affirming truth of the disclosure. Income is verified through proper interview techniques and documentation received from participants. To the extent possible, priority for filling authorized slots will be according to the following criteria:

- Individuals 65 age and older and/or:
 - Has a disability;
 - Has limited English proficiency or low literacy skills;
 - Resides in a rural area;
 - Is a veteran or spouse of a veteran;
 - Has low employment prospects;
 - Has failed to find employment through WIOA Title I services;
 - Is homeless or at risk of homelessness;
 - In addition:
 - Meets the eligibility requirements related to age for, but does not receive, benefits under Title II of the Social Security Act (42 U.S. C. 401 et seq.)
 - Has a severe disability.

Ratio of Eligible Individuals in Each Service Area

Arkansas's State and National SCSEP providers will continue to reach out to Arkansans most in need so they may access the program and work toward finding employment and obtaining self-sufficiency.

Relative Distribution of Eligible Individuals

The State of Arkansas is a predominately rural state, with 42% of Arkansans living in rural counties, according to the 2010 census. Access to transportation and limited numbers of Host Agencies in the



most rural counties will continue to be a challenge that all SCSEP grantees must work together to overcome.

Inadequate Resources

The State and National Grantees strive to serve both rural and urban areas of Arkansas equitably. In order to accomplish this, State and National Grantees must work together to overcome inadequate resources (limited employment prospects, few Host Agencies, lack of transportation, etc.).

Employment

The rural nature of the state combined with an agrarian-based economy makes it difficult to provide adequate unsubsidized placement opportunities. The number of jobs available is few and because public and mass transportation are not available, access to many of the existing jobs or employment opportunities can be problematic. In some instances, the cost of transportation and other job maintenance factors exceed the benefits of employment.

Host Agencies

The rural nature of the state also creates a shortage of Host Agencies. The State and National Grantees operating in Arkansas know the challenge of developing enough Host Agencies to rotate participants appropriately according to their individual employment plan. SCSEP managers will continue to partner with the DWS to assist in developing new business opportunities and to partner with new and existing non-profit organizations located in the state.

Transportation

Access to transportation continues to be a problem in areas outside of the metropolitan area of Little Rock. In an attempt to alleviate transportation concerns, the State Grantees may reimburse participants for transportation costs only when travel is necessary for training, physical exams or enrollee meetings. Reimbursement is allowable in instances where there is no public transportation available, and there

are no other options. If the participant could not otherwise participate in the program, transportation to and from the Host Agency assignment may be reimbursed until another option is identified.

The SCSEP will attempt to collaborate with other local agencies and resources to provide participant transportation at no cost or reduced cost whenever possible. Additionally, flexible scheduling is encouraged to help participants reduce travel costs by training more hours on fewer days, providing the same community service assignment hours.

Timeline

To address inadequate resources in rural areas, the SCSEP will target individual geographic areas and systematically contact community representatives to develop Host Agencies or employers and in partnership with these organizations determine if a plan to accomplish program requirements can be developed.

Specific Populations Groups

The State and National Grantees offer various recruitment and selection techniques in order to address Older Americans Act Section 518(b) as detailed below. OAA Section 518(b) defines priority individuals as those who qualify based on one or more of the following criteria:

- Are aged 65 years or older;
- Have a disability;
- Have limited English proficiency or low literacy skills;
- Reside in a rural area;
- Are veterans or their spouses who meet the requirements of the Jobs for Veterans Act, 38 U.S.C. sec. 4215(a)(1);
- Have low employment prospects;
- Have failed to find employment after utilizing services provided under Title I of WIOA; or
- Are homeless or at risk of homelessness.

Other populations identified in the statute are defined in OAA Section 503(a)(4)(C)(i)-(iv) as:

- Eligible individuals with the greatest economic need, meaning the need resulting from an income level at or below the poverty guidelines established by the Department of Health and Human Services and approved by the Office of Management and Budget (OMB).
- Eligible individuals who are minority individuals; and,
- Eligible individuals who are individuals with greatest social need, meaning the need caused by non-economic factors, which include: Physical and mental disabilities; language barriers; and cultural, social, or geographical isolation, including isolation caused by racial or ethnic status, which restricts the ability of an individual to perform normal daily tasks or threatens the capacity of the individual to live independently.

The WIOA in the state are key partners for both the State and National Grantees as they provide labor market information and economic data to assist grantees in developing new Host Agencies, educating employers on the benefits of hiring older workers, and providing job search assistance for SCSEP participants. WIOA provide an additional avenue to recruit eligible individuals to participate in the SCSEP. Additional recruitment activities include, but are not limited to, the following:

- attending job fairs;
- advertising in local newspapers and newsletters;
- referrals from exited participants, Host Agencies, faith-based organizations and local officials;
- running public service announcements;
- visiting local senior centers;
- partnering with organizations that serve aging and/or disabled adults;
- distributing brochures, flyers, posters and fact sheets throughout the state.

Steps to Avoid Disruptions in Service for Participants

The State of Arkansas Department of Human Services (DHS) Division of Aging, Adult and Behavioral Health Services (DAABH) will provide for program continuation if slots are lost or transferred to other grantees by initiation of the following:

Participant Notification

The DAABH agrees to provide for a smooth transition for participants and Host Agencies upon termination or transfer to the new grantee and/or national sponsor. This will include; a letter explaining that the SCSEP provider will no longer be providing program services for SCSEP and, if applicable, an introductory letter to participants, Host Agencies and employers introducing the new grantee and/or national sponsor arrangement.

Records

All program, participant and host files will be forwarded to any new sub-recipient.

Placement of Participants

The Arkansas grantees will work closely with WIOA's One-Stop Centers to try to place as many participants into unsubsidized employment as possible prior to the reduction of positions or termination of a grant.

Services to Ease Transition

Provide technical assistance and continuity for grantees, participants and Host Agencies during the transition period. Provide technical assistance and training as needed to the new grantee or national sponsor(s).

Final Payroll

The SCSEP providers are responsible for final payroll arrangements as part of the grant responsibilities, with the grantees audit staff overseeing this effort for the State SCSEP sub-recipient.

The State of Arkansas Department of Human Services (DHS), Division of Aging, Adult and Behavioral Health Services (DAABH) will assist with the transition of slots from an incumbent national grantee to a new national grantee, if necessary, as follows:

Meeting

The State of Arkansas will offer to schedule/host a transition meeting with incumbent national grantees and new national grantees within one month of an award announcement.

Communication

The State of Arkansas will recommend to incumbent national grantees that letters be sent to participants, host sites and employers notifying them that they are no longer providing SCSEP in Arkansas and introducing the new national grantee that will be providing SCSEP.

Complaints

The State of Arkansas will provide national grantee contact information and Department of Labor contact information to all participants, host sites and employers stating a complaint.

Participant Notification

The DAABH agrees to provide for a smooth transition for participants and Host Agencies upon termination or to transition to the new national sponsor. National grantee contact information will be provided to all participants, host sites and employers, as requested.

Records

The State of Arkansas will recommend that all program, participant and host files be forwarded from the incumbent national grantee to the new national grantee.

Issues

The State of Arkansas will notify Arkansas's SCSEP Department of Labor Federal Project Officer of issues that arise via email or telephone.

Arkansas' State and National Grantees are dedicated to the avoidance of disruptions in service to SCSEP participants. Arkansas' State and National Grantees will take the recommendation of

the U. S. Department of Labor that when there is a census data indicating that there has been a shift in the location of the eligible population or when there is over-enrollment for any other reason, there will be a gradual shift that encourages current participants in subsidized community service assignments to move to where there has been an increase of the eligible population.

The SCSEP State and National Grantees realize that participants are not entitled to remain in an unsubsidized community service assignment and will adhere to the time limits on SCSEP community service assignment as set forth in the Older American Act.

APPENDICES

Appendix 1: Community Services Needed

Appendix 2: Eligibility and Slots Allotted

Appendix 3: Changes in Allotted Slots (State and National Grantee)

Appendix 4: Urban and Rural Relative Distribution (55 and Over)

Appendix 5: Low Income and Minorities Relative Distribution Needed

Appendix 6: Hispanic Relative Distribution

Appendix 7: State and National Grantees' Variance

APPENDIX 1

Community Services Needed

Community Services Needed	Locations	Organizations
Transportation	Northeast (Jonesboro)	Jet System – City of Jonesboro
Utility assistance; food bank; clothing assistance; and commodities.	Southeast (Rison, Pine Bluff)	Pine Bluff Jefferson County Economic Opportunity Commission
Southeast Arkansas Transportation	709 E. 8 th , Pine Bluff, AR 71601 Statewide	Southeast Area Agency on Aging (Jefferson County)
Food Bank	Southeast (Warren)	Arkansas Food Bank
Literacy and ESL tutoring.	Southeast (Warren)	Southeast Arkansas Community Based Education
Thrift Stores and clothing assistance	Northeast (Newport)	The Learning Center
Meals on Wheels; energy assistance; economic self-sufficiency training/case management; water utility assistance; commodities program; prescription assistance program; weatherization; meal assistance programs; senior transportation; and senior activities/exercise programs.	Northwest (Bentonville, Siloam Springs, Gravette, Gentry, Lowell, Berryville, Huntsville)	Office of Human Concern
Weatherization assistance; emergency assistance (rent, mortgage, temporary shelter); food pantry; commodity distribution; and energy assistance.	Central (Searcy)	Community Action Program of Central Arkansas
Daycare; thrift store; and meal assistance program.	Delta (Wynne)	Helping Hands
Thrift stores and clothing assistance.	Central (Batesville)	Family Violence Center
Legal assistance	Northeast (Newport)	Legal Aid of Arkansas
Commodities; Meals on Wheels; and meal assistance program.	Southwest (Murfreesboro)	Central Arkansas Development Council - Murfreesboro Senior Center
Disability services	Northeast (Jonesboro, Batesville)	Arkansas Rehabilitation Services
Literacy assistance; tutoring; and ESL tutoring.	Northeast (Blytheville)	Literacy League of Mississippi County
Services for the blind	Central (Batesville)	Services for the Blind of Independence County
Adult daycare, thrift store	Delta (Parkin, Wynne)	Parkin Adult Daycare & Thrift Store of Cross County
Meals on Wheels, meal assistance program	Northwest (Rogers)	Meals on Wheels of Benton County
Utility Assistance; food; and transportation.	Garland	Community Svc. Org.
Clothing and household items	Garland, Polk, Pulaski, Saline	Abilities Unlimited, Salvation Army, Habitat for Humanity, Jackson House

Community Services Needed	Locations	Organizations
Food; socialization; and clothing.	Garland, Polk, Sebastian, Hot Spring, Logan, Yell, Scott, Montgomery, Pulaski	Senior Activity Centers and Community Svc Clearing House, Jackson House,
Clothing	Garland	Workforce Services, Local Churches
Housing	Garland, Hot Spring, Pulaski,	HUD Housing Agencies, Homeless Shelters for Men & Women
Dental Care	Sebastian	Community Dental Care
Disability services	Garland, Pulaski	S.A.I.L.S, Rehabilitation Center, World Svc's. for the Blind

APPENDIX 2

Eligibility and Slots Allotted

Geography	Population 55 +	Below 125% Poverty			Slots Allotted
		Number Eligible	%County	% State	
Arkansas County	6,005	700	12%	1%	5
Ashley County	6,601	1,037	16%	1%	8
Baxter County	18,748	1,497	8%	2%	17
Benton County	56,837	4,268	8%	4%	36
Boone County	12,433	1,329	11%	1%	10
Bradley County	3,526	486	14%	1%	5
Calhoun County	1,800	272	15%	0%	4
Carroll County	10,080	1,442	14%	1%	9
Chicot County	3,792	794	21%	1%	7
Clark County	6,096	751	12%	1%	7
Clay County	5,339	808	15%	1%	7
Cleburne County	10,268	1,017	10%	1%	9
Cleveland County	2,703	330	12%	0%	3
Columbia County	6,894	945	14%	1%	6
Conway County	6,702	727	11%	1%	7
Craighead County	24,434	2,109	9%	2%	16
Crawford County	17,418	2,198	13%	2%	21
Crittenden County	11,969	1,806	15%	2%	14
Cross County	5,189	711	14%	1%	7
Dallas County	2,717	236	9%	0%	4
Desha County	3,857	697	18%	1%	5
Drew County	5,262	757	14%	1%	6
Faulkner County	25,843	2,509	10%	3%	21
Franklin County	5,701	702	12%	1%	5
Fulton County	4,930	716	15%	1%	5
Garland County	35,060	4,068	12%	4%	38
Grant County	5,272	506	10%	1%	4
Greene County	11,760	1,151	10%	1%	12
Hempstead County	6,473	917	14%	1%	6

Geography	Population 55 +	Below 125% Poverty			Slots Allotted
		Number Eligible	% County	% State	
Hot Spring County	10,458	983	9%	1%	7
Howard County	3,931	420	11%	0%	4
Independence County	11,045	1,194	11%	1%	9
Izard County	5,375	698	13%	1%	5
Jackson County	5,339	741	14%	1%	7
Jefferson County	20,908	3,019	14%	3%	21
Johnson County	7,247	922	13%	1%	7
Lafayette County	2,600	512	20%	1%	4
Lawrence County	5,414	922	17%	1%	7
Lee County	2,965	696	23%	1%	6
Lincoln County	3,482	409	12%	0%	4
Little River County	4,148	489	12%	1%	4
Logan County	7,199	960	13%	1%	7
Lonoke County	16,965	1,491	9%	2%	15
Madison County	4,984	552	11%	1%	6
Marion County	7,281	882	12%	1%	7
Miller County	12,154	1,678	14%	2%	11
Mississippi County	11,373	1,584	14%	2%	13
Monroe County	2,770	482	17%	0%	4
Montgomery County	3,687	433	12%	0%	4
Nevada County	2,945	602	20%	1%	4
Newton County	3,242	579	18%	1%	5
Ouachita County	8,295	1,363	16%	1%	8
Perry County	3,477	414	12%	0%	4
Phillips County	5,950	1,049	18%	1%	6
Pike County	3,527	415	12%	0%	4
Poinsett County	7,217	855	12%	1%	8
Polk County	7,143	1,062	15%	1%	6
Pope County	16,361	1,974	12%	2%	13
Prairie County	3,045	509	17%	1%	4

Geography	Population 55 +	Below 125% Poverty			Slots Allotted
		Number Eligible	% County	% State	
Pulaski County	103,271	10,885	11%	11%	72
Randolph County	5,953	505	8%	1%	6
St. Francis County	7,288	1,052	14%	1%	9
Saline County	33,603	2,253	7%	2%	19
Scott County	3,350	502	15%	1%	5
Searcy County	3,179	431	14%	0%	4
Sebastian County	34,210	4,431	13%	5%	35
Sevier County	4,179	553	13%	1%	4
Sharp County	6,797	995	15%	1%	8
Stone County	5,144	891	17%	1%	7
Union County	12,275	1,499	12%	2%	12
Van Buren County	6,712	782	12%	1%	6
Washington County	45,187	4,719	10%	5%	42
White County	20,998	2,540	12%	3%	20
Woodruff County	2,490	441	18%	0%	4
Yell County	6,489	695	11%	1%	6
State Total	835,361	96,549		100%	778

**Source: U.S. Census Bureau, 2014-2019 American Community Survey 5-Year Estimates.*

***Totals may fluctuate between tables due to lack of source data parameters.*

DHS SCSEP Counties

APPENDIX 3

Changes in Allotted Slots (State and National Grantees)

Counties	State AR			AARP			NCBA			IID		
	2018	2019	Difference	2018	2019	Difference	2018	2019	Difference	2018	2019	Difference
Arkansas							5	5	0			
Ashley	3	3	0				5	5	0			
Baxter	2	2	0				15	15	0			
Benton	5	5	0				26	26	0	5	5	0
Boone	4	4	0				6	6	0			
Bradley							5	5	0			
Calhoun							4	4				
Carroll							9	9	0			
Chicot	2	2	0				5	5	0			
Clark	2	2	0				5	5	0			
Clay	2	2	0				5	5	0			
Cleburne	5	5	0				4	4	0			
Cleveland		0					3	3	0			
Columbia		0					6	6	0			
Conway	4	4	0				3	3	0			
Craighead	5	5	0				11	11	0			
Crawford	15	15	0							7	7	0
Crittenden	3	3	0				11	11	0			
Cross	3	3	0				4	4	0			
Dallas							4	4	0			
Desha							5	5	0			
Drew							6	6	0			
Faulkner	14	14	0							7	7	0
Franklin							5	5	0			
Fulton							5	5	0			
Garland				33	33	0				5	5	0
Grant				4	4	0						
Greene	5	5	0				7	7	0			
Hempstead							6	6	0			

Counties	State AR			AARP			NCBA			IID		
	2018	2019	Difference	2018	2019	Difference	2018	2019	Difference	2018	2019	Difference
Hot Spring				7	7	0						
Howard	2	2	0				2	2	0			
Independence	3	3	0				6	6	0			
Izard							5	5	0			
Jackson	3	3	0				4	4	0			
Jefferson	5	5	0	16	16	0						
Johnson							7	7	0			
Lafayette	2	2	0				2	2	0			
Lawrence	2	2	0				5	5	0			
Lee	2	2	0				4	4	0			
Lincoln							4	4	0			
Little river	4	4	0				0	0				
Logan	2	2	0	5	5	0						
Lonoke	5	5	0	0			8	8	0	2	2	0
Madison							6	6	0			
Marion							7	7	0			
Miller	2	2	0				9	9	0			
Mississippi	4	4	0				9	9	0			
Monroe	3	3	0				1	1	0			
Montgomery				4	4	0						
Nevada							4	4	0			
Newton							5	5	0			
Ouachita	2	2	0				6	6	0			
Perry				4	4	0						
Phillips	0						6	6	0			
Pike							4	4	0			
Poinsett	2	2	0				6	6	0			
Polk				6	6							
Pope						0	13	13	0			

Counties	State AR			AARP			NCBA			IID		
	2018	2019	Difference	2018	2019	Difference	2018	2019	Difference	2018	2019	Difference
Prairie							4	4	0			
Pulaski	5	5	0	60	60	0				7	7	0
randolph	2	2	0				4	4	0			
St. Francis	3	3	0				6	6	0			
Saline				16	16	0				3	3	0
Scott				5	5	0						
Searcy	2	2	0				2	2	0			
Sebastian	5	5	0	25	25	0				5	5	0
Sevier							4	4	0			
Sharp	3	3	0				5	5	0			
Stone							7	7	0			
Union	2	2	0				10	10	0			
Van Buren							6	6	0			
Washington	5	5	0				31	32	0	5	5	0
White	3	3	0				17	17	0			
Woodruff							4	4	0			
Yell	2	2	0	4	4	0						
Totals	149	149		189	189		393	394		46	46	

Source: Equitable Distribution Authorized Positions. <http://scseped.org/>

APPENDIX 4

Urban and Rural Relative Distribution (55 and Over)

County	2017			2018			Percent Rural	Percent Urban
	Total Population 55+	Rural	Urban	Total Population 55+	Rural	Urban		
Arkansas	6044	2230	3814	6030	2225	3805	36.9%	63.1%
Ashley	6811	3467	3344	6849	3486	3363	50.9%	49.1%
Baxter	19218	12953	6265	19404	13078	6326	67.4%	32.6%
Benton	63460	26209	37251	65884	27210	38674	41.3%	58.7%
Boone	12700	7811	4890	12832	7892	4940	61.5%	38.5%
Bradley	3510	1832	1678	3537	1846	1691	52.2%	47.8%
Calhoun	1922	1922	0	1974	1974	0	100.0%	0.0%
Carroll	10493	7513	2980	10712	7670	3042	71.6%	28.4%
Chicot	3763	1434	2329	3729	1421	2308	38.1%	61.9%
Clark	6192	3455	2737	6240	3482	2758	55.8%	44.2%
Clay	5174	3198	1976	5245	3241	2004	61.8%	38.2%
Cleburne	10400	8060	2340	10584	8203	2381	77.5%	22.5%
Cleveland	2820	2820	0	2855	2855	0	100.0%	0.0%
Columbia	6970	4126	2844	6991	4139	2852	59.2%	40.8%
Conway	6970	5046	1924	7151	5177	1974	72.4%	27.6%
Craighead	26282	9225	17057	26931	9453	17478	35.1%	64.9%
Crawford	18548	10183	8365	18961	10410	8551	54.9%	45.1%
Crittenden	12720	2582	10138	12916	2622	10294	20.3%	79.7%
Cross	5364	3143	2221	5410	3170	2240	58.6%	41.4%
Dallas	2779	1528	1251	2783	1531	1252	55.0%	45.0%
Desha	3912	1385	2527	3861	1367	2494	35.4%	64.6%
Drew	5495	2940	2555	5526	2956	2570	53.5%	46.5%
Faulkner	28259	13819	14440	29239	14298	14941	48.9%	51.1%
Franklin	5807	4884	923	5930	4987	943	84.1%	15.9%
Fulton	5065	4589	476	5103	4623	480	90.6%	9.4%
	2017			2018				

County	Total Population 55+	Rural	Urban	Total Population 55+	Rural	Urban	Percent Rural	Percent Urban
Garland	37308	13692	23616	37964	13933	24031	36.7%	63.3%
Grant	5666	4385	1281	5792	4483	1309	77.4%	22.6%
Greene	12477	6101	6376	12669	6195	6474	48.9%	51.1%
Hempstead	6884	3848	3036	6928	3873	3055	55.9%	44.1%
Hot Spring	10912	7627	3285	11084	7748	3336	69.9%	30.1%
Howard	4088	2706	1382	4112	2722	1390	66.2%	33.8%
Independence	11368	7798	3570	11537	7914	3623	68.6%	31.4%
Izard	5461	5461	0	5560	5560	0	100.0%	0.0%
Jackson	5313	3283	2030	5323	3290	2033	61.8%	38.2%
Jefferson	21142	6491	14651	21184	6503	14681	30.7%	69.3%
Johnson	7667	5827	1840	7863	5976	1887	76.0%	24.0%
Lafayette	2714	2714	0	2694	2694	0	100.0%	0.0%
Lawrence	5444	3511	1933	5462	3523	1939	64.5%	35.5%
Lee	2964	1749	1215	2924	1725	1199	59.0%	41.0%
Lincoln	3611	3611	0	3628	3628	0	100.0%	0.0%
Little River	4290	31	1175	4288	31	1175	0.7%	27.4%
Logan	7302	5199	2103	7425	5287	2138	71.2%	28.8%
Lonoke	18154	9948	8206	18694	10244	8450	54.8%	45.2%
Madison	5379	5379	0	5508	5508	0	100.0%	0.0%
Marion	7642	7642	0	7756	7756	0	100.0%	0.0%
Miller	12890	5362	7528	13027	5419	7608	41.6%	58.4%
Mississippi	11534	3979	7555	11502	3968	7534	34.5%	65.5%
Monroe	2730	1709	1021	2713	1698	1015	62.6%	37.4%
Montgomery	3856	3856	0	3877	3877	0	100.0%	0.0%
Nevada	2919	2032	887	2955	2057	898	69.6%	30.4%
Newton	3298	3298	0	3308	3308	0	100.0%	0.0%
	2017			2018				

County	Total Population 55+	Rural	Urban	Total Population 55+	Rural	Urban	Percent Rural	Percent Urban
Ouachita	8472	4838	3634	8536	4874	3662	57.1%	42.9%
Perry	3550	3550	0	3571	3571	0	100.0%	0.0%
Phillips	6045	2877	3168	6058	2884	3174	47.6%	52.4%
Pike	3632	3632	0	3684	3684	0	100.0%	0.0%
Poinsett	7390	4678	2712	7422	4698	2724	63.3%	36.7%
Polk	7408	5504	1904	7488	5564	1924	74.3%	25.7%
Pope	17526	10183	7343	17867	10381	7486	58.1%	41.9%
Prairie	3133	3133	0	3134	3134	0	100.0%	0.0%
Pulaski	110186	13994	96192	112103	14237	97866	12.7%	87.3%
Randolph	5910	4060	1850	5913	4062	1851	68.7%	31.3%
St. Francis	7409	3786	3623	7404	3783	3621	51.1%	48.9%
Saline	35816	17801	18015	36780	18280	18500	49.7%	50.3%
Scott	3560	2595	965	3605	2628	977	72.9%	27.1%
Searcy	3212	3212	0	3234	3234	0	100.0%	0.0%
Sebastian	36159	7593	28566	36850	7739	29112	21.0%	79.0%
Sevier	4393	2781	1612	4439	2810	1629	63.3%	36.7%
Sharp	6982	5781	1201	7135	5908	1227	82.8%	17.2%
Stone	5411	5411	0	5481	5481	0	100.0%	0.0%
Union	12550	6501	6049	12592	6523	6069	51.8%	48.2%
Van Buren	6911	6911	0	6946	6946	0	100.0%	0.0%
Washington	49921	15176	34745	51636	15697	35939	30.4%	69.6%
White	22229	12337	9892	22764	12634	10130	55.5%	44.5%
Woodruff	2480	2480	0	2437	2437	0	100.0%	0.0%
Yell	6591	5358	1233	6761	5497	1264	81.3%	18.7%

APPENDIX 5

Low Income and Minorities Relative Distribution

County	Population 55+	Population 55+ Low Income	% 55+ Low Income	Population 55+	
				Low Income Minority	% 55+ Low Income Minority
Arkansas	3735	392.00	0.82%	170	0.0057%
Ashley	4368	570.00	1.19%	306	0.0103%
Baxter	5117	817.00	1.71%	16	0.0005%
Benton	26096	2,452.00	5.13%	664	0.0223%
Boone	5767	739.00	1.55%	115	0.0039%
Bradley	2864	207.00	0.43%	126	0.0042%
Calhoun	986	161.00	0.34%	91	0.0030%
Carroll	4331	574.00	1.20%	53	0.0018%
Chicot	3041	420.00	0.88%	476	0.0160%
Clark	4221	387.00	0.81%	368	0.0124%
Clay	3339	448.00	0.94%	8	0.0003%
Cleburne	3829	483.00	1.01%	0	0.0000%
Cleveland	1589	161.00	0.34%	34	0.0011%
Columbia	5553	606.00	1.27%	480	0.0161%
Conway	3845	422.00	0.88%	196	0.0066%
Craighead	18298	1,046.00	2.19%	420	0.0141%
Crawford	10196	1,075.00	2.25%	94	0.0032%
Crittenden	11422	818.00	1.71%	835	0.0281%
Cross	3041	282.00	0.59%	136	0.0046%
Dallas	906	173.00	0.36%	204	0.0068%
Desha	3886	373.00	0.78%	384	0.0129%
Drew	4246	442.00	0.93%	161	0.0054%
Faulkner	18989	1,218.00	2.55%	273	0.0092%
Franklin	3829	398.00	0.83%	53	0.0018%
Fulton	2718	343.00	0.72%	0	0.0000%
Garland	18300	1,739.00	3.64%	424	0.0142%
Grant	2579	292.00	0.61%	12	0.0004%
Greene	6879	758.00	1.59%	16	0.0005%
Hempstead	5539	573.00	1.20%	385	0.0129%
Hot Spring	4941	598.00	1.25%	98	0.0033%

County	Population			Population 55+	
	Population 55+	55+ Low Income	% 55+ Low Income	Low Income Minority	% 55+ Low Income Minority
Howard	2790	189.00	0.40%	98	0.0033%
Independence	6628	690.00	1.44%	95	0.0032%
Izard	2238	226.00	0.47%	0	0.0000%
Jackson	3592	345.00	0.72%	67	0.0023%
Jefferson	16140	1,458.00	3.05%	1,283	0.0431%
Johnson	5733	526.00	1.10%	47	0.0016%
Lafayette	1632	272.00	0.57%	179	0.0060%
Lawrence	2976	411.00	0.86%	23	0.0008%
Lee	2173	266.00	0.56%	269	0.0090%
Lincoln	1620	241.00	0.50%	115	0.0039%
Little River	2291	236.00	0.49%	78	0.0026%
Logan	4326	402.00	0.84%	18	0.0006%
Lonoke	8709	902.00	1.89%	171	0.0057%
Madison	2797	279.00	0.58%	0	0.0000%
Marion	3165	419.00	0.88%	27	0.0009%
Miller	8891	801.00	1.68%	470	0.0158%
Mississippi	10921	534.00	1.12%	380	0.0128%
Monroe	2098	286.00	0.60%	214	0.0072%
Montgomery	1613	183.00	0.38%	10	0.0003%
Nevada	1920	284.00	0.59%	212	0.0071%
Newton	1392	238.00	0.50%	41	0.0014%
Ouachita	6231	661.00	1.38%	445	0.0149%
Perry	1808	198.00	0.41%	48	0.0016%
Phillips	6363	572.00	1.20%	640	0.0215%
Pike	1852	189.00	0.40%	21	0.0007%
Poinsett	5036	416.00	0.87%	97	0.0033%
Polk	5326	546.00	1.14%	66	0.0022%
Pope	11841	966.00	2.02%	182	0.0061%
Prairie	1364	185.00	0.39%	78	0.0026%
Pulaski	67056	4,805.00	10.06%	3,986	0.1338%

County	Population			Population 55+	
	Population 55+	Population 55+ Low Income	% 55+ Low Income	Low Income Minority	% 55+ Low Income Minority
Randolph	3557	343.00	0.72%	0	0.0000%
St. Francis	6363	578.00	1.21%	406	0.0136%
Saline	9210	1,013.00	2.12%	277	0.0093%
Scott	2142	127.00	0.27%	0	0.0000%
Searcy	1364	204.00	0.43%	0	0.0000%
Sebastian	28211	2,259.00	4.73%	638	0.0214%
Sevier	3597	261.00	0.55%	96	0.0032%
Sharp	3904	526.00	1.10%	25	0.0009%
Stone	2983	481.00	1.01%	55	0.0018%
Union	7936	664.00	1.39%	603	0.0203%
Van Buren	3250	522.00	1.09%	8	0.0003%
Washington	38855	2,059.00	4.31%	668	0.0224%
White	12354	1,397.00	2.92%	233	0.0078%
Woodruff	1721	218.00	0.46%	165	0.0055%
Yell	3792	425.00	0.89%	128	0.0043%

Source:


U.S. Census Bureau

County Pop. Est. by Groups 2017 Census Table 5-year estimate

APPENDIX 6

Hispanic Relative Distribution

County	Population 55+ Low Income	Population 55+ Hispanic Low Income	% 55+ Hispanic Low Income
Arkansas	240	48	20.00%
Ashley	474	81	17.09%
Baxter	1,042	257	24.66%
Benton	11,507	1,305	11.34%
Boone	610	67	10.98%
Bradley	741	98	13.23%
Calhoun	59	4	6.78%
Carroll	993	238	23.97%
Chicot	193	44	22.80%
Clark	710	38	5.35%
Clay	390	43	11.03%
Cleburne	211	138	65.40%
Cleveland	176	20	11.36%
Columbia	712	35	4.92%
Conway	672	52	7.74%
Craighead	5,050	292	5.78%
Crawford	3,241	475	14.66%
Crittenden	2,486	301	12.11%
Cross	469	100	21.32%
Dallas	182	2	1.10%
Desha	430	54	12.56%
Drew	410	42	10.24%
Faulkner	5,166	471	9.12%
Franklin	336	100	29.76%
Fulton	269	13	4.83%
Garland	4,774	613	12.84%
Grant	290	41	14.14%
Greene	1,118	194	17.35%
Hempstead	2,232	154	6.90%
Hot Spring	1,200	300	25.00%
Howard	1,622	68	4.19%
Independence	1,781	314	17.63%
Izard	213	100	46.95%
Jackson	573	63	10.99%
Jefferson	1,493	281	18.82%

County	Population 55+ Low Income	Population 55+ Hispanic Low Income	% 55+ Hispanic Low Income
Johnson	1,127	187	16.59%
Lafayette	98	26	26.53%
Lawrence	254	102	40.16%
Lee	80	20	25.00%
Lincoln	216	23	10.65%
Little River	547	60	10.97%
Logan	774	159	20.54%
Lonoke	2,545	243	9.55%
Madison	460	84	18.26%
Marion	309	34	11.00%
Miller	1,367	180	13.17%
Mississippi	1,444	181	12.53%
Monroe	215	19	8.84%
Montgomery	368	55	14.95%
Nevada	110	5	4.55%
Newton	188	139	73.94%
Ouachita	384	47	12.24%
Perry	380	109	28.68%
Phillips	183	69	37.70%
Pike	703	86	12.23%
Poinsett	1,296	236	18.21%
Polk	1,219	285	23.38%
Pope	2,835	356	12.56%
Prairie	72	31	43.06%
Pulaski	17,429	1,578	9.05%
Randolph	368	87	23.64%
St. Francis	618	72	11.65%
Saline	2,807	324	11.54%
Scott	548	70	12.77%
Searcy	232	70	30.17%
Sebastian	12,694	1,483	11.68%
Sevier	4,874	438	8.99%
Sharp	568	193	33.98%
Stone	337	72	21.36%
Union	526	103	19.58%

County	Population 55+ Low Income	Population 55+ Hispanic Low Income	% 55+ Hispanic Low Income
Van Buren	518	129	24.90%
Washington	29,941	1,736	5.80%
White	3,035	317	10.44%
Woodruff	86	6	6.98%
Yell	3,108	291	9.36%

Source:

U.S. Census Bureau

2013-2017 American Community Survey 5-Year Estimates

Arkansas County Level Population Estimates by Five Year Age Groups and Race: 2014

APPENDIX 7

State and National Grantees' Variance

County	State Grantee AP	State Grantee Enrollment	State Grantee Variance	AARP AP	AARP Enrollment	AARP Variance	NCBA Variance	NCBA AP	NCBA Enrollment	Institute for Indian Development AP	Institute for Indian Development Enrollment	Institute for Indian Development [S] Variance
Arkansas	0											
Ashley	3	3	0				-2	5	3			
Baxter	2	2	0				-3	5	2			
Benton	5	2	-3				-8	15	7			
Boone	4	5	1				-8	26	18	5	4	-1
Bradley	0						-1	6	5			
Calhoun	0						0	5	5			
Carroll	0						-1	4	3			
Chicot	2	2	0				-2	9	7			
Clark	2	0	-2				-3	5	2			
Clay	2	0	-2				-2	5	3			
Cleburne	5	1	-4				-2	5	3			
Cleveland	0						-3	4	1			
Columbia	0						0	3	3			
Conway	4	1	-3				-1	6	5			
Craighead	5	7	2				-1	3	2			
Crawford	15	3	-12				-3	11	8			
Crittenden	3	6	3							7	2	-5
Cross	3	3	0				-4	11	7			
Dallas	0						-1	4	3			
Desha	0						-2	4	2			
Drew	0						-1	5	4			
Faulkner	14	13	-1				-2	6	4			
Franklin	0									7	8	1
Fulton	0						-1	5	4			
Garland	0						-2	5	3			
Grant	0			33	28	-5				5	1	-4
Greene	5	1	-4	4	3	-1						
Hempstead	0						-3	7	4			
Hot Spring	0			7	4	-3	-2	6	4			
Howard	2	0	-2				-1	2	1			
Independence	3	2	-1				-2	6	4			
Izard	0						-2	5	3			
Jackson	3	1	-2				-2	4	2			
Jefferson	5	9	4	16	12	-4						
Johnson	0						-1	7	6			
Lafayette	2	2	0				0	2	2			
Lawrence	2	0	-2				-2	5	3			
Lee	2	1	-1				0	4	4			
Lincoln	0						0	4	4			
Little river	4	2	-2				0	4	4			
Logan	2	0	-2	5	2	-3		0				

Source:



Equitable

Distribution/Authorized

Positions

County	State Grantee AP	State Grantee Enrollment	State Grantee Variance	AARP AP	AARP Enrollment	AARP Variance	NCBA Variance	NCBA AP	NCBA Enrollment	Institute for Indian Development AP	Institute for Indian Development Enrollment	Institute for Indian Development Variance
Lonoke	5	4	-1				-3	8	5	2	3	1
Madison	0						-2	6	4			
Marion	0						-4	7	3			
Miller	2	4	2				-3	9	6			
Mississippi	4	2	-2				-1	9	8			
Monroe	3	1	-2				0	1	1			
Montgomery	0			4	2	-2						
Nevada	0						-1	4	3			
Newton	0						-1	5	4			
Ouachita	2	0	-2				-2	6	4			
Perry	0			4	0	-4						
Phillips	0	1	1				-2	6	4			
Pike	0						-2	4	2			
Poinsett	2	6	4				-2	6	4			
Polk	0			6	3	-3						
Pope	0						-4	13	9			
Prairie	0						1	4	5			
Pulaski	5	2	-3	60	51	-9				7	7	0
randolph	2	1	-1				1	4	5			
St. Francis	3	4	1				-2	6	4			
Saline	0			16	3	-13				3	1	-2
Scott	0			5	1	-4						
Searcy	2	1	-1				1	2	3			
Sebastian	5	4	-1	25	26	1				5	5	0
Sevier	0						-2	4	2			
Sharp	3	0	-3				2	5	7			
Stone	0						-3	7	4			
Union	2	2	0				-4	10	6			
Van Buren	0						0	6	6			
Washington	5	3	-2				-13	32	19	5	1	-4
White	3	4	1				-6	17	11			
Woodruff	0						-1	4	3			
Yell	2	1	-1	4	3	-1						